



## Critical Information Summary - Entertainment packages

### Service Description:

The Entertainment service is delivered through a Set-Top-Box (STB) over your Internet connection.

### Bundling:

No Bundling. An active Internet connection is required at your premises for the Entertainment Service. The Broadband can be from a provider other than Flip TV, although Flip TV can provide a NBN Internet connection at attractive market rates. For more information give us a call on 1300 354 788.

### Equipment:

You will need a compatible WiFi broadband modem/router. Modems can be purchased from Flip TV at an additional cost. You are also required to Purchase the Flip TV Set-Top-Box at a price of \$149.00 Including delivery.

### Inclusions:

Entertainment Set-Top-Box, Remote control, Power, Ethernet and HDMI Cables as well as a User manual.

### Minimum plan commitment:

Month to Month \$129 setup fee + \$20 postage

## Pricing information

Multi Language Entertainment Packs	Monthly Charge	Set-Top-Box Cost / Including Delivery Payment required Upfront	Total on First Invoice
Bosnian TV Pack	\$12.95	\$149.00	\$161.95
Serbian TV Pack	\$12.95	\$149.00	\$161.95
Croatian TV Pack	\$12.95	\$149.00	\$161.95
Macedonian TV Pack	\$12.95	\$149.00	\$161.95
Bosnian/Macedonian TV Pack	\$18.90	\$149.00	\$167.90
Bosnian/Serbian TV Pack	\$18.90	\$149.00	\$167.90
Macedonian/Serbian TV Pack	\$18.90	\$149.00	\$167.90
Croatian/Serbian TV Pack	\$18.90	\$149.00	\$167.90
Croatian/Bosnia TV Pack	\$18.90	\$149.00	\$167.90
Croatian/Macedonian TV Pack	\$18.90	\$149.00	\$167.90
Croatian/Bosnian/Macedonian TV Pack	\$24.85	\$149.00	\$173.85
Croatian/Serbian/Macedonian TV Pack	\$24.85	\$149.00	\$173.85
Bosnian/Croatian/Serbian TV Pack	\$24.85	\$149.00	\$173.85
Bosnian/Macedonian/Serbian TV Pack	\$24.85	\$149.00	\$173.85
Croatian/Bosnian/Macedonian/Serbian TV Pack	\$30.80	\$149.00	\$179.80

Chilean TV Pack	\$12.95	\$149.00	\$161.95
Maltese TV Pack	\$12.95	\$149.00	\$161.95
Polish TV Value Pack	\$14.95	\$149.00	\$163.95
Polish TV Super Pack	\$19.95	\$149.00	\$168.95
Portuguese TV Value Pack	\$12.95	\$149.00	\$161.95
Portuguese TV Super Pack	\$19.95	\$149.00	\$168.95
Portuguese TV Mega Pack	\$29.95	\$149.00	\$178.95
Spanish TV Value Pack	\$12.95	\$149.00	\$161.95
Spanish TV Super Pack	\$19.95	\$149.00	\$168.95

**Payment** - Upfront payment of \$149.00 is required upon sign up for the cost of the Set-Top-Box.

**Direct Debit** - All Flip TV Entertainment subscriptions are only available on direct debit through a nominated Credit/Debit Card or Bank Account. Flip TV will issue you a monthly invoice and will debit your credit card on the due date of your FlipTV invoice. A fee of \$15.00 applies if the direct debit transaction gets rejected. If you choose to change your Direct Debit details, please contact Flip TV Customer Service on 1300 354 788.

**Complaints** -If you are not satisfied with our complaint handing process and you have communicated your concerns with a Flip TV Manager, alternatively you may seek help from the Telecommunication Industry Ombudsman for Mediation on 1800 062 058 or post PO Box 276, Collins Street West, VIC 8007

**Other Information** -If you have any queries about the service we are providing, please feel free contact us on:

#### **Customer Service Enquiries**

1300 354 788

+61 2 9344 1672 (Outside Australia)

#### **Email Enquires**

enquiries@fliptv.com.au

Fax number

02 9314 1717

#### **Postal address**

Flip TV Pty Ltd

Locked Bag 9004

Maroubra, NSW 2035

If you are not satisfied with our complaint handing process and you have communicated your concerns with a Flip TV Manager, alternatively you may seek help from the Telecommunication Industry Ombudsman for Mediation on 1800 062 058 or post PO Box 276, Collins Street West, VIC 8007.

The full terms and conditions for this service are available at <https://www.fliptv.com.au/terms-conditions-of-use-the-flip-tv-product/>