



## 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 an internet service that is connected to a Wi-Fi broadband modem/router. You are also required to Purchase the Flip TV Set-Top-Box at a price of \$149.00 including delivery.

### Inclusions:

Set-Top-Box, Remote control, Power, Ethernet and HDMI Cables and User manual.

### Minimum plan commitment:

Month to Month Subscription

## PRICING INFORMATION

Multi Language Entertainment Packs	Monthly Charge	Set-Top-Box Cost / Including Delivery Payment required Upfront	Total on First Invoice
Bosnian TV Pack	\$15.90	\$149.00	\$164.90
Serbian TV Pack	\$15.90	\$149.00	\$164.90
Croatian TV Pack	\$15.90	\$149.00	\$164.90
Macedonian TV Pack	\$15.90	\$149.00	\$164.90
Balkan TV Super Pack	\$22.90	\$149.00	\$171.90
Chilean TV Pack	\$15.90	\$149.00	\$164.90
Polish TV Pack	\$22.90	\$149.00	\$171.90
Portuguese TV Value Pack	\$15.90	\$149.00	\$164.90
Portuguese TV Super Pack	\$22.90	\$149.00	\$168.95
Portuguese TV Mega Pack	\$29.95	\$149.00	\$178.95
Spanish TV Value Pack	\$15.90	\$149.00	\$164.90
Spanish TV Super Pack	\$22.90	\$149.00	\$168.95
Japanese TV Pack	\$12.95	\$149.00	\$161.95
Greek TV Pack	\$22.90	\$149.00	\$168.90

**Package Add-Ons** – You can add on the Bosnian, Croatian Package, Serbian Package or Macedonian Package for only \$5.95/mth to your existing Bosnian, Croatian, Serbian or Macedonian Pack.

**Payment** – Upon sign up an Upfront payment of \$149.00 (including delivery) for the cost of the Set-Top-Box is required.

**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 Flip TV invoice. If you choose to change your Direct Debit details, please contact Flip TV Customer Service on 1300 354 788.

**LATE PAYMENT FEE:** If a payment is not received by the due date a late fee of \$10.00 will apply

**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](mailto:enquiries@fliptv.com.au)

Fax number 02 9314 1717

#### **Postal address**

Flip TV Pty Ltd

Locked Bag 9004

Maroubra, NSW 2035

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