



## CRITICAL INFORMATION SUMMARY

### SERVICE DESCRIPTION

The Entertainment service is delivered through a Set- Top-Box (STB) or Flip Connect Application 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.

#### **Availability**

All plans are available only on direct debit through a nominated Credit Card or Bank Account and are subject to the Flip credit assessment.

#### **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 \$99.00 including delivery.

#### **Inclusions:**

Set-Top-Box, Remote control, Power, Ethernet and HDMI Cables and User manual. **Please note:** The set top boxes provided are refurbished due to International supply chain shortages.

#### **Minimum plan commitment:**

Month to Month Subscription

### PRICING INFORMATION

Multi Language	Monthly		Total on First Invoice
Entertainment Packs	Charge	Set-Top-Box Cost / Including Delivery Payment required Upfront	
Bosnian TV Pack	\$19.90	\$99.00	\$118.90
Serbian TV Pack	\$19.90	\$99.00	\$118.90
Croatian TV Pack	\$19.90	\$99.00	\$118.90
Macedonian TV Pack	\$19.90	\$99.00	\$118.90
Balkan TV Super Pack	\$26.90	\$99.00	\$125.90
Chilean TV Pack	\$19.90	\$99.00	\$118.90
Portuguese TV Value Pack	\$19.90	\$99.00	\$118.90
Portuguese TV Super Pack	\$24.90	\$99.00	\$123.90
Portuguese TV Mega Pack	\$29.95	\$99.00	\$128.95
Spanish TV Value Pack	\$19.90	\$99.00	\$118.90
Spanish TV Super Pack	\$26.90	\$99.00	\$125.90
Japanese TV Pack	\$12.95	\$99.00	\$111.95
Italian TV Pack	\$19.95	\$99.00	\$118.95

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

**Payment** – Upon sign up an Up front payment of \$99.00 (including delivery) for the cost of the Set-Top-Box is required upfront if selected. Flip Connect Application Subscriptions do not require an upfront payment.

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

### OTHER INFORMATION

#### **Activation Date**

Flip will activate the service upon delivery of the Set Top box or upon service sign up for Application subscriptions. It remains the customers' responsibility to connect and use the service.

#### **Termination Notice**

You may request to cancel the service at any time with a one month notice.

**Billing and Payment information**

Billing is monthly with the service start date being the beginning of your billing cycle. The first bill charges pro rata to the end of the month of activation plus the following month; thereafter, an advanced monthly charge applies to all subsequent invoices. Charges will be debited on the invoice due date from the nominated credit or debit card.

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 8666 8258 (Outside Australia)

**Email Enquires:** [enquiries@flipconnect.com.au](mailto:enquiries@flipconnect.com.au)

**Postal address**

Flip TV Pty Ltd

Locked Bag 9004

Maroubra, NSW 2035

**Complaint handling**

In order to access our internal dispute resolution process. Please contact us at: [enquiries@flipconnect.com.au](mailto:enquiries@flipconnect.com.au)  
Alternatively you can view our complaint handling process at: <https://www.flipconnect.com.au/storage/pdf/Complaint-Handling-Process.pdf>

**COMPLAINTS:** If you are not satisfied with our complaint handling 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://flipconnect.com.au/terms-conditions-of-use-the-flip-tv-product>