TV PLUS

*Where it all comes together*

# Subscription Agreement

## 1. CUSTOMER DETAILS:

| | |
|---|---|
| UBI Account Number (If Applicable) | UBI Smart Card Number (If Applicable) |
| Surname: | First Name: |
| Home Phone: | Mobile: |
| Address: | |
| Suburb: | State: Postcode: |

## 2. PACKAGE DETAILS:

Language Package: ☐ Spanish Pack ☐ World Pack

Contract Term: ☐ 12 Months

## 3. PAYMENT OPTIONS:

You need to send the payment with this form either by cheque, money order or credit card.

☐ **Option 1:** Spanish Pack - 6 months pre-payment - $414
6 months viewing, 8 channels, Discounted TV Plus Receiver, No joining fee, $45 Delivery

☐ **Option 2:** World Pack - 6 months pre-payment - $484
6 months viewing, All channels, Free TV Plus Receiver, $49 Joining fee, $45 Delivery

☐ **Option 3:** World Pack - 12 months pre-payment - $760
12 months viewing (1 month free), All channels, Free TV Plus Receiver, No joining fee, $45 Delivery

Please Note:
Customer is responsible for connecting and installing the receiver. You need to send the payment with this form either by cheque, money order or credit card. Customers can also fax the completed form to (03) 9998 3998.

☐ Credit Card

I, the undersigned request that TV PLUS charge my credit card the initial package fee and after the initial period has passed my card will be charged on an ongoing monthly basis for a minimum of 12 months viewing depending on the package selected above. This authority will remain in place until TV Plus receives 14 days written notification from me to cancel it.

☐ Visa ☐ Mastercard

Card Number: ____ / ____ / ____ / ____ Credit Card Expiry Date: __ / __

Name on Credit Card:

Signature:

☐ Direct Debit (For future payments only):

Bank:

BSB Number: Account Number:

Note: Direct Debit's may be processed up to 7 days before due date & may not be available on all accounts check with your Bank.

Invoice (For future payments only):

☐ POST billpay Pay at Post Office ☐ BPAY We will send you our Biller Code and your reference number ☐ Cheque

Note: Invoices incur an additional invoice processing fee of $5 per invoice in additional to the viewing fees

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Authorised Signature of Applicant Date

**Summary Terms & Conditions.** By signing this application form the applicant agrees to the TV Plus Terms and Conditions available at www.tvplus.com.au/terms.htm. The customer agrees to enter into a minimum 12 months contract from the date the service is connected or the equipment or infrastructure is installed. The customer agrees that if the customer terminates this agreement prior to the end of the 12 months term then the balance of the 12 months will be paid by the customer to TV Plus. The customer acknowledges that the TV Plus set top box belongs to TV PLUS. The customer commits to not sell or swap or tamper with the TV PLUS set top box or smart card supplied with the set top box. After contract period has expired customer must provide 1 months notice to cancel service. Customers can place their account on hold for up to 3 months within a 12 month period and pay $25 reconnection fee. TV Plus receivers have 12 month warranty which if required customers must return the receiver at their expense to TVPlus.

**TV PLUS Pty Ltd** ABN 41 159 482 998 Ph: (02) 9119 9999 or (03) 99983999 www.tvplus.com.au

Please complete the above subscription form and fax it to (03) 9998 3998 or post it to:

**TV PLUS,** Accounts Receivable, GPO Box 4688, Melbourne VIC 3001

# TVPLUS SUMMARY TERMS AND CONDITIONS

1) Loss or damage of the Smart Card will incur a charge.

2) The customer accepts that their TV PLUS account can be placed on hold once every 12 months for up to three (3) months MAXIMUM and that a service restoration fee of $25 will apply.

3) The customer will make payments preferably by Credit Card or Direct Debit to avoid a $5 invoice postage fee.

4) TV PLUS is entitled to charge additional fees for failed/declined/reversed payments.

5) The Receiver has a 12-month warranty. It needs to be sent back for testing if a repair is required, at customers' expense.

6) The Remote has a warranty of 3 months ONLY.

7) The customer will be credited for the period while the receiver is being tested if the receiver is under warranty. Credit will be applied from the day that the customer reports an issue, until it is sent back. (The receiver must be sent within 24 hours of reporting the problem).

8) The customer can upgrade to the World Pack at any point within their contract with an additional cost for the difference of the viewing cost. The customer is required to stay on the World Pack for a minimum of six (6) months.

9) Downgrading to a smaller package can only be done outside the contract term. Changes between packs (small packs only) can only be done once every six months and the viewing will start from the next viewing cycle. The request for any change has to be sent in writing. (E.g. e-mail/mail).

10) Customer can change between small packs before the six (6) months is up, an additional fee of $19.95 will apply. All changes are done from the next viewing cycle.

11) If a customer has upgraded to the bigger pack they cannot go back to the special price they were on previously if they were on a special deal.

12) If a customer owes more than three invoices the account will be closed automatically and details will be sent do a debt collection agency.

13) TV PLUS is responsible for transmitting a satellite signal that is accessible by customers with a TV PLUS Smart Card and TV PLUS receiver.

14) The customer is responsible to maintain the satellite antenna & LNB located at the customers premises to allow for reception of the TV PLUS signal.

15) The Customer is responsible for any technician costs.

16) The customer accepts that the following antenna configuration is the only acceptable & supported setup;

    a. Satellite antenna at the customers' premises is at least an 80cm offset KU antenna in Victoria and New South Wales and a 1 Meter offset KU antenna in all other States/Territories
    b. A 11,300 LNB and the coax cable run be shielded and more than 30 meters without the usage of DISEq / SPLITTERS
    c. Alternative settings are not supported and TV PLUS cannot offer assistance for other configurations.

17) TV PLUS acts as a re-broadcaster of content/programs/stations and cannot be held responsible for outages/loss of channel feeds that can occur from time to time.

18) The customer accepts that occasionally some channels may be off air/interrupted/ replaced due to circumstances outside the control of TV PLUS.

19) The customer accepts that they have entered into a minimum 12-month term agreement with TV PLUS.

20) The customer accepts that after the 12-month term has passed, the customer may terminate the agreement in writing at least two weeks prior to next month's viewing cycle. The customer must return the Smart Card back to TV PLUS via registered post to ensure a complete closure of the account. Failing to return the Smart Card will result in further charges.

21) Any outstanding invoices issued prior to receiving a written cancellation request need to be paid.

22) TV PLUS does not offer refunds if a customer has paid up front or has any credit left over. The customer can use the service until the paid amount is used up if they choose to cancel.