

## Rate Card

FaithStream TV

### Service Charges

Premium HDMI cable (2 meters)	\$22
Cat6 Ethernet cable (15metres)	\$33
External Power Supply	\$35
Remote Control	\$45
Technician Service Call	\$165^
Remote Support	\$65*

^ Technician service call charge of \$165 includes first 30 minutes onsite labour only. Service rate thereafter is \$110/h charged in 30minutes increments.

\* Remote Support is charged at a flat rate of \$65 per 30 minute block.

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## Other Information

### Terms and Condition and Privacy Policy

For up to date information on our full service terms and conditions and our privacy policy please visit our website.

[www.faithstream.tv/legal](http://www.faithstream.tv/legal)

### Account Information

You can update your contact details, credit/debit card information and view your contract length by logging into your account online at

[www.faithstream.tv/login](http://www.faithstream.tv/login)

## Customer Support

### Customer Service

Email: [contact@faithstream.tv](mailto:contact@faithstream.tv)

Phone: +61 7 3917 7271 Mon-Fri 9am – 5pm AEST

### Technical Support

Email: [support@faithstream.tv](mailto:support@faithstream.tv)

Phone: +61 7 3917 7271 Mon-Fri 9am – 5pm AEST

## Complaints Handling

If you have a dispute with FaithStream and wish to make a complaint, please contact customer relations, a specialist complaint resolutions team, by:

Email: [contact@faithstream.tv](mailto:contact@faithstream.tv)

## Further Options

If you are not satisfied with our handling of your complaint and you have escalated this within FaithStream, you may seek complaint mediation or further assistance from the Office of Fair Trading Queensland. (13 74 68)