

## Rate Card

### FaithStream - Stream and Sat package

#### Service Charges

Payment dishonour charge	\$25
Monthly paper invoice	\$5
Courier charges up to	\$25
Voluntary cancellation by customer	\$30**
Lost/Un-Recovered/Damaged IPTV Box	\$299
Premium HDMI cable (2 meters)	\$15
Cat6 Ethernet cable (15metres)	\$25
Premium RCA cable (2mt.)	\$10
External Power Supply	\$20
Remote Control	\$25
Technician Service Call	\$99^
Remote Support	\$35*

\*\*Applies only to cancellation before activation. Early termination charges apply in accordance with the terms and conditions in all other cases.

^ Technician service call charge of \$99 includes first 30 minutes onsite labour only. Service rate thereafter is \$95/h charged in 30minutes increments.

\* Remote Support is charged at a flat rate of \$35 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: (07) 3917 7271 Mon-Fri 9am – 6pm

### Technical Support

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

Phone: (07) 3917 7271 Mon-Fri 9am – 6pm

## 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)