

Critical Information Summary

FaithStream Sat + Plan

Information about the service

Service Description

FaithStream Sat+ plan service is delivered by our FaithStream Satellite equipment. We will provide the satellite equipment and our specialised technician will install everything for you. By using the FaithStream Satellite equipment you will be linked to 14 Christian TV and 5 radio channels.

Availability

FaithStream Sat+ service is available anywhere in Australia and New Zealand.

Equipment Required

You will require a television or monitor with a HDMI input connection or composite RCA connection. We will provide you with the FaithStream satellite equipment to receive Christian TV in your home.

Minimum Term

The FaithStream Sat+ service plans are supplied on 24 month contract term (early termination fees apply). See Minimum Total Cost applicable to each plan in the Information about Pricing section.

Inclusions & Exclusions

FaithStream Sat+ service plans include the following:

- FaithStream Satellite equipment
- Lifetime Equipment warranty
- Technical support
- Unlimited channel updates
- Half price technician service calls

You are not being charged for the channels. You will always get the latest Christian TV and Radio channels that are available on the OptusD2 satellite. FaithStream is not responsible for the content of the channels, nor do we make any guarantees about continued broadcasting of these channels. These are all factors beyond our control. FaithStream is simply providing you with the means to access and watch these channels.

The following items are not included in Sat+ service plan:

- Television or monitor

Plan	Sat+ Monthly	Sat+ Yearly
Monthly Charge	\$35.00	-
Yearly Charge	-	\$399.00
Minimum Total Cost on 24month Contract	\$840.00	\$798.00
Upfront Setup fee	\$150.00	\$150.00
Total Cost	\$990.00	\$948.00

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^

**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.

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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

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

Customer Support

Customer Service

Email: contact@faithstream.tv

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

Technical Support

Email: 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

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)