

# Critical Information Summary

## FaithStream Stream + Plan

### Information about the service

#### Service Description

FaithStream Stream+ plan service is delivered by our FaithStream IPTV set top box. You will require a stable broadband internet connection available from an ISP (internet service provider). By using the FaithStream IPTV box you will be linked to hundreds of Christian TV and radio channels worldwide.

FaithStream Stream+ service includes the following components:

- FaithStream IPTV Box
- Lifetime box warranty
- Technical support

#### Availability

FaithStream Stream+ service is available anywhere in Australia and around the world. All that is required is a stable broadband internet connection with a minimum speed of 5Mbps. Check your speed at [www.faithstream.tv/speedtest](http://www.faithstream.tv/speedtest)

#### Equipment Required

If you do not already have, you will require a broadband internet connection available from your ISP and a modem router with WiFi connection. You will require a television or monitor with a HDMI input connection or composite RCA connection. We will provide you with the FaithStream IPTV box, HDMI cable, remote control and power supply.

### Minimum Term

The FaithStream Stream+ 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 Stream+ service plans include the following:

- FaithStream IPTV Box
- Lifetime box 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. 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 Stream+ service plan:

- Internet connection
- Modem router
- Network cabling
- Television or monitor

Plan	Stream+ Monthly	Stream+ Yearly
Monthly Charge	\$15.00	-
Yearly Charge	-	\$171.00
Minimum Total Cost on 24month Contract	\$360.00	\$342.00
Upfront Setup fee	\$99.00	\$99.00
Total Cost	\$459.00	\$441.00

### 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](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)