

CRITICAL INFORMATION SUMMARY – FOXTEL FROM SIMPLE

INFORMATION ABOUT THE SERVICE

Foxtel from Simple service allows you to view a selection of Foxtel channels within your chosen package. It is specially designed for independent living seniors, offering more of what you want, and less of what you don't need.

Where is this plan available?

- Foxtel from Simple is available at a growing number of Retire Australia villages. Visit our website at www.rasimple.com.au for an up to date list.

Set Top Box and Installation

- You will require a Foxtel from Simple set top box for you service.
- A standard installation and equipment fee of \$150 applies for each outlet in your home. This covers a standard installation and the cost of a Foxtel iQ2 HD or MyStarHD recordable set top box. This fee is waived only for existing Foxtel Residential Customers with an active service at the service address (excludes Foxtel on T-Box and Foxtel from Telstra), however you continue to use the set top box you currently use.
- Additional costs may apply for non-standard installations, such as installations that are complex or in remote areas.

What is the minimum contract period?

Minimum Contract Period	12 months Your minimum term will commence on the date of the Foxtel service activation. This date may be different from other Simple services you may have which are installed or activated separately.
Cancel Fee	If you cancel early, you pay a cancel fee equal to the total monthly recurring charges for the remaining term of the Minimum Contract Period. If you are leaving the Village, you can cancel and no cancel fee applies. If your estate cancels, it can do so and no cancel fees apply.

What is included?

- Access to all the channels included in the Foxtel Package you have subscribed to.
- If you have a recordable device (iQHD/MyStarHD), you can also access all the features built into that device at no additional charge. Such as pause and rewind live TV, and record programs.

What is excluded?

- Pay per View services like Main Event are not available on Foxtel from Simple
- Foxtel On Demand is not available on Foxtel from Simple
- Foxtel Go is not available on Foxtel from Simple

INFORMATION ABOUT THE PRICE

What is the Monthly Recurring Charge?

	I am a Simple Bundle customer*	I am not a Simple Bundle customer*
Foxtel Platinum Package	\$89 per month	\$99 per month

- *Foxtel from Simple offers a discount if you take the Simple Bundle or Simple Boost services as well. The discount does not apply if you take other Simple services (such as the Simple Telephone or Simple Internet service.) Each of the bundled services must be connected at the same service address.

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- You will be billed monthly in advance.
- Your first bill may include pro rata charges for part of the month. This is because you started or changed your plan part way through your billing period.

What is included in the Packages?

	Foxtel Platinum Package from Simple
Sport	12 channels including Fox Sports 1,2 and 3, Fox Footy, ESPN 1 and 2 , Fuel TV and more
Drama & Entertainment	26 channels including SoHo, Lifestyle, Food Channel, UKTV, Fox Classics, Fox 8, Comedy, Arena, 3 more lifestyle channels and more
News	13 channels including Sky News, Sky News Business, BBC World, Aljazheera, CNN and more
Movies	11 channels, including all Foxtel Premiere, Foxtel Action, Foxtel Family, Disney, World Movies, Turner Classic Movies and more
Documentaries	12 channels including Discovery, NatGeo, History, BBC Knowledge, NatGeo Wild, NatGeo People, TLC and Animal Planet
Kids and Music	16 channels including Nickleodeon, Nick.Jr, Cartoon Network, Boomerang, Disney Jr and 8 music channels

OTHER INFORMATION

How do I contact customer support?

Email us at support@rasimple.com.au. Or chat to us via the link on the website at www.rasimple.com.au. Or call technical support on 1300 130 185, and we will arrange a genius to call you back at a time that suits you.

How do I make a complaint?

If you are not happy with us, give us a call first, we would love to resolve it if we can. But if you wish to make a formal complaint please contact Customer Relations, a specialist complaint resolution team, by emailing complaints@rasimple.com.au. If you are still not happy, you may be able to seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman on 1800 062 058 or by email at tio@tio.com.au.

THIS IS A SUMMARY ONLY, SEE THE FULL TERMS AND CONDITIONS AT www.rasimple.com.au.