



Family Entertainment Pack

www.konnectv.com



Konnectv Pty Ltd ABN 11 124 704 990

Unit 1B
137-139 Silverwater Road
Silverwater NSW 2128
Australia

Tel: **1300 797 012**
Fax: 1300 794 210
Email: info@konnectv.com
www.konnectv.com

Dear Customer,

Greetings from Konnectv.

We bring to you a premium package of Indian Channels to entertain the entire family. Kindly go through some information which will help us serve you better.

Package:

Our Family Entertainment package has 4 Channels - Zee TV, Star Plus, B4U Movies and NDTV Imagine.

Get Konnected:

To be able to view our channels you will require a 65 cms KU Band Dish, an IRDETO Decoder and a Smart Card.

Smart Card Only Subscriber: If you already have a compatible 65/85 cm KU Band Dish and a Decoder you can join us as a Smart Card Only Subscriber. You can get the dish aligned to receive our signal for more information call us on **1300 797 012**. Charges as per the Konnectv Rate Card will be applicable.

Decoder+Smart Card Subscriber: If you already have a compatible 65/85 dish, you can join us as a Decoder and Smart Card Subscriber. You can get the dish aligned to receive our signal. Charges as per the Konnectv Rate Card will be applicable.

Full Installation Subscriber: If you do not have any existing equipment, we will provide the same to you. Depending upon the type of residence, you can get the dish on the roof, courtyard; or in a pot plant - if you live in an apartment. Charges as per the Konnectv Rate Card will be applicable.

Kindly note: Before we do the installation, it is mandatory to provide permission from the landlord/agent/strata as applicable (if you are in a rented property or your own property which is under a strata title). All equipment which we provide to you remains the property of Konnectv, to be returned upon disconnection of the service.

Forms: Please fill in all the relevant forms and fax them to us so we can get you connected at the earliest possible for you to be able to start viewing Channels.

Accounting Information: The initial charge of \$100 will be charged once we receive your forms. This a non refundable charge. Once you get connected we will charge the balance installation amount. We will be charging monthly subscription in advance, on the 5th of each month. This will be a direct debit from the details you have provided to us.

Please call us on **1300 797 012** if you have any queries. You can also visit our website:
www.konnectv.com.

Kind Regards,

Konnectv



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SUBSCRIPTION	RATE
Konnectv Family Entertainment Package	\$39.95 (monthly)
No contract subscription	\$49.95 (monthly)
INSTALLATION CHARGES	
Installation	
Standard Installation* metro region**	\$349.00
Standard Installation regional area***	\$349.00 + \$50.00
Non Standard installation metro/regional area	To be quoted
Equipment Only	
Decoder + Smart card	\$150.00 + \$20.00 courier
Smart card only	\$100.00 + \$5.00 postage
Relocation Charges[^]	
Standard metro area - reinstallation (1 visit)	\$100.00
Standard metro area - full relocation (2 visits)	\$150.00
Non standard Relocation/reinstallation	To be quoted
Voluntary Suspension (maximum 2 months)	\$5.00 per month
Disconnection	
Early termination charges	\$150.00
Reconnection after suspension for non-payment	\$100.00
Unrecovered equipment	\$150.00
SERVICE CHARGES	
Service call****	\$100.00
Decoder Replacement (lost, damaged)	\$150.00
Smart card Replacement (lost, damaged)	\$100.00
Payment Decline charges	\$15.00

*Residential installation on a single storey house

**Areas within 50 km of CBD

***Areas within 50 km outside metro area

[^]Relocation-extra charge if equipment is required

****Service call:

- in case the installation is unsuccessful

- in case of pot plant service call and any other service call where no fault from Konnectv end.

-when the equipment is not the property of Konnectv

-signal loss due to lightning, storm or any other natural cause (subscriber will have to claim from their insurance).



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SUBSCRIBER INFORMATION:

Title: _____ First Name: _____

Last Name: _____ Date of Birth: ____/____/____

Address: _____

Suburb: _____ State: _____ Post Code: _____

Property Type: House Townhouse Apartment

Property is: Owned Rented Approval letter provided: Yes No

Storey: _____ Total Storeys: _____

Contact Telephone Numbers

Home: _____ Work: _____

Mobile: _____

Email: _____

Identification: Drivers Licence Medicare Passport

Document No.: _____ Expiry date: ____/____/____

Month's Promotion (if any): _____

Referred By (Name): _____ Contact No.: _____

Contract No Contract (Monthly subscription as per Konnectv Rate card depending upon promotion)

SERVICE REQUIREMENT:

Smartcard only Decoder+Smartcard Full Installation (circle one): Roof Wall Pot Plant

PAYMENT DETAILS (DETAILS PROVIDED IN THE DIRECT DEBIT FORM):

Initial Charges: Credit Card Bank Account

Monthly Charges: Credit Card Bank Account

DECLARATION (AU2009):

1. I acknowledge I have read; and accept the terms and conditions provided to me by Konnectv.
2. I understand that I am entering into a contract and initial and monthly charges as per the Konnectv Rate Rard - AU2009 will be applicable
3. Decoder+Smartcard only - I understand that I have my own equipment and Konnectv is responsible for service issues (if any) related to the Decoder+Smartcard only.
4. Smartcard only - Konnectv is only responsible for any service issues related to the card only
5. Pot plant/Roof Installation - I will be charged the initial amount even if I am not able to get signal for any reason and agree to pay service charges for any future service issues (if any).
6. I understand that all equipment belongs to Konnectv and will be returned at the time of termination of service.

Subscriber Signature: _____

Subscriber Name: _____ Date: ____/____/____

For Office Use:

Sales Executive: _____ Konnectv ID: _____

Decoder No: _____ Smartcard No: _____



KONNECTV DIRECT DEBIT FORM



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SUBSCRIBER INFORMATION:

Title: _____ First Name: _____

Last Name: _____

Address: _____

Suburb: _____ State: _____ Post Code: _____

Contact Telephone Numbers

Home: _____ Work: _____

Mobile: _____

Email: _____

PAYMENT DETAILS:

CREDIT CARD DETAILS

MONTHLY PAYMENT

INITIAL PAYMENT

Card Type: Visa MasterCard

Credit Card Number: _____ Expiry Date: ____/____/____

Cardholder Name: _____

Cardholder Signature: _____

BANK ACCOUNT DETAILS

MONTHLY PAYMENT

INITIAL PAYMENT

BSB: _____ Account No.: _____

Financial Institution: _____

Branch Name: _____

Name of Account: _____

Account Holder Signature: _____

AUTHORITY:

I give authority to Konnectv to Debit my nominated Credit Card/Bank Account for my Monthly and/or Initial charges as specified.

The amount debited is as per the agreement signed with Konnectv.

If the monthly subscription is altered after notification by Konnectv, the revised amount will be charged.

I agree to the terms and conditions provided by Konnectv.

Signature: _____

Name: _____ Date: ____/____/____



KONNECTV STRATA PERMISSION



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TO INSTALL A KONNECTV 65 CMS SATELLITE DISH

Konnectv is a Pay TV Service Provider providing Indian Channels in Australia. To receive the service a 65 cms KU Band satellite dish is required to be installed.

Roof Installation details: 65 cms dish is fixed with a mount on the gutter of the roof. Three to four bolts are required to fix the dish in place.

The total weight of the equipment is 10 kgs.

Pot Plant Installation details: 65 cms dish is fixed in a planter with pole in concrete. No holes are drilled in the property. The cable runs freely from the dish in the balcony/courtyard to the TV.

Total weight of the equipment is 50 kgs.

STRATA MANAGEMENT APPROVAL:

Tenant/Owner Name: _____

Address where permission is given to install the dish: _____

Suburb: _____ State: _____ Post Code: _____

Contact No.: _____

Approval has been given to install the dish on: Roof Wall Pot Plant

APPROVING AUTHORITY

Name: _____

Signature: _____ Date: ____/____/____

Strata/Real Estate Name: _____

Contact No.: _____



KONNECTV POT PLANT INDEMNITY FORM



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Pot Plant Installation details: 65 cms dish is fixed in a planter with pole in concrete/fixed on a concrete slab. No holes are drilled in the property. The cable runs freely from the dish in the balcony/courtyard to the TV.

Total weight of the equipment is 50 kgs.

SUBSCRIBER'S UNDERTAKING:

Title: _____ First Name: _____

Last Name: _____

Address: _____

Suburb: _____ State: _____ Post Code: _____

Contact Telephone Numbers

Home: _____ Work: _____

Mobile: _____

Email: _____

I take full responsibility for installing a pot plant dish at the above mentioned address. I understand that I am responsible for obtaining permission from the authorised person/agent to install the dish.

I agree to pay for the removal of the dish if I am asked to remove it at any time.

I take responsibility for any damage that may arise from the equipment to any person or property.

I will bear the service call charge in case of any signal problem with the service.

Also, if at the time of installation there is no signal, I will bear the service charges as mentioned in the Konnectv Rate Card.

Signature: _____

Name: _____ Date: ____/____/____



KONNECTV DECODER+SMARTCARD INDEMNITY SMARTCARD INDEMNITY FORM



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Konnectv is a Pay TV Service Provider providing Indian Channels in Australia. To receive the service a 65 cms KU Band satellite dish, a decoder and Smartcard is required.

SUBSCRIBER'S UNDERTAKING:

Title: _____ First Name: _____

Last Name: _____

Address: _____

Suburb: _____ State: _____ Post Code: _____

Contact Telephone Numbers

Home: _____ Work: _____

Mobile: _____

Email: _____

I take full responsibility for equipment installed at the above mentioned address. I understand that I have got the equipment installed by my own private installer .

I take responsibility for any damage that may arise from the equipment to any person or property.

In case of any signal problems with the service, I agree to get it fixed myself and bear the charges.

I agree to return the Decoder and Smartcard / Smartcard to Konnectv when I disconnect Konnectv subscription.

Signature: _____

Name: _____ Date: ____/____/____



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KONNECTV SUBSCRIBER AGREEMENT

1.1 This agreement includes terms and conditions of the Konnectv services.

1.2 Variation - we may vary any term of this agreement at any time by giving you reasonable notice.

2 Fixed Term

2.1 This agreement starts when you order the Konnectv Service. Unless otherwise advised to you when you subscribe to the Konnectv Service, you agree to a fixed term that starts on the date we first supply you with the Konnectv Service and continues for the fixed term that you agree to when you subscribe.

2.2 Expiry of Fixed Term

This agreement continues after the expiry of the Fixed Term until terminated by you or us giving 30 days notice.

3. Konnectv Service

3.1 We will provide you the Konnectv Service that you subscribe to.

3.2 Use of Konnectv Service

The Konnectv Service is provided for private use in your Premises only. You must not use the Konnectv Service for commercial use, in a Public Viewing Area or connect the Konnectv Service to any television or monitor in a Public Viewing Area (whether directly or indirectly by any means).

3.3 Unauthorised use of the Konnectv Service

You must not copy the Konnectv Service or any part of it or split, redirect, redistribute or otherwise offer or supply any Konnectv Service to any other place outside the Premises without our prior written authorisation. We may suspend provision of the Konnectv Service if we have reasonable belief that you have breached this clause or clause 3.2. We may terminate or suspend this agreement if we reasonably believe that you have breached this clause or clause 3.2.

3.4 Changes to Konnectv Service

We may vary the Konnectv Service at any time, including the programs, packages, channels, products, content or transmission times. If we withdraw a channel or feature of the Konnectv Service which causes a more than nominal detrimental change to the Konnectv Service and we do not reduce the price accordingly or do not replace the channel or feature with a similar genre channel or feature, Konnectv will not be responsible for any loss or inconvenience caused due to any change with regards to the channel, content or service. And no refund will be provided for the same.

Due to reasons beyond the control of Konnectv, if there is any break or loss of signal, Konnectv will not be liable for the same.

4. Equipment and access

4.1 Equipment

We will provide you with Equipment in order to enable you to receive the Konnectv Service. You may only use the Equipment to receive the Konnectv Service, and not for any other purpose. The equipment provided to you will remain the property of Konnectv at all times, to be returned upon termination of service. Charges as per the Konnectv rate card will be applicable if equipment is not returned in good condition.

4.2 Access

You must provide us and our Authorised Persons with safe access to your Premises for the purpose of installing, maintaining, using, removing, replacing or repairing the Equipment. You must comply with the reasonable requirements of our Authorised Persons regarding access to your Premises, including those regarding their safety.

4.3 Installation

We or our Authorised Persons may install the Equipment at your Premises. You must provide a suitable place at the Premises for installation of the Equipment. If we are not able to install the Equipment and you need to obtain services from a third party in order to enable the installation, we will advise you when you order the Konnectv Service. You must provide electricity and power points for the Equipment at your own expense. We do not guarantee that we will meet any agreed date or time for installation of the Equipment or any other access by us to your Premises.

4.4 Unauthorised use of Equipment

Unless otherwise expressly advised to you in writing, we retain the legal and beneficial ownership of the Equipment at all times. You must not remove any marking which identifies our ownership of the Equipment. You must not do anything inconsistent with our ownership of the Equipment including but not limited to selling or offering the Equipment for sale, creating or allowing a security interest to be created over the Equipment, or parting with possession of the Equipment. You must not alter, tamper with or attempt to repair the Equipment.

4.5 Loss of & Damage to Equipment

You must keep the Equipment in good condition. If the Equipment is lost, stolen, damaged or faulty you must contact us immediately. We will repair or replace the Equipment, but will charge you the Equipment replacement fee and service call fee specified in the Konnectv Rate card. We will charge you these fees where the Equipment is damaged because you have misused the Equipment or breached this agreement.

4.6 Smartcard

You must only use the Smartcard at the Premises and with the other Equipment provided by us.

5. Billing

5.1 Billing information - you must provide us with accurate and complete billing information including your legal name, address and telephone number.

5.2 Fees and charges

You must pay us all fees, charges that apply to the Konnectv services by the due date. If you do not pay the amount that you owe by the due date we may suspend your access to the Konnectv Service or terminate this agreement immediately by notice to you. We may charge you the following fees specified in the Konnectv Rate card and Konnectv will not be responsible for any loss or inconvenience caused while exercising its rights:

(a) payment decline charges if the payment declines;

(b) a reconnection fee to reactivate your Konnectv Service if it has been suspended because you have not paid your account by the due date or because you breached this agreement; and/or

(c) a statement fee if we provide you with a monthly statement.

(d) debt collection agency charges

5.3 Variation to fees and charges

(a) We may increase our monthly subscription charges at any time and will take necessary measures to notify you of the same. If we do not hear back from you within 30 days, it will be implied that you have consented to the increase and agree to pay the revised charges.

(b) We may make other changes to our fees and charges by giving you reasonable notice of the changes and clause 1.3(b) applies.

5.4 The fees due to Konnectv includes the installation charge and the monthly subscription charge along with any other charge depending upon the service requested. Charges will be as per the Konnectv Rate card.

5.5 You will pay the monthly subscription in advance for the month. This will be through direct debit from your bank account or credit card (we accept master and visa cards only). No direct deposits and cheque payments are accepted.

5.6 You can suspend the service for maximum 2 months in a calendar year and will be charged the reduced holding amount for the period. Charges as mentioned in the Konnectv rate card will be applicable. The unused suspension period cannot be carried forward to the next year.

5.7 Intellectual Property

You must not publish or use, without our prior written consent, any trademark, trade name, logo or service mark of ours. You indemnify us against any claim, loss or damages arising out of any unauthorised use by you of any third party intellectual property rights in relation to the Konnectv Service.

5.8 Consent

The Work Order requires you to declare that you have obtained all necessary consents of the owner/s of the Premises or any equipment on which the Konnectv Service is to be installed. If you falsely declare that you have obtained all necessary consents, you are liable to us for any claim made by the owner/s regarding the installation. If the owner/s require us to remove the Equipment from the Premises, then we may charge you a service call fee. If the Premises are sold, you must use your best endeavours to ensure that the purchaser agrees to observe the terms of this agreement with regard to the Equipment and in particular, you must notify the purchaser that the Equipment is our property.

5.9 Credit Risk-We may terminate or suspend this agreement if we have reasonable grounds to believe that the account will not be paid or that Equipment will not be returned following reasonable notice from us requiring you to do so.

6. Liability

6.1 Service Availability

Konnectv is not responsible for interruption or delay to the Konnectv services due to any events beyond our reasonable control including weather and defaults of third party suppliers.

6.2 No Liability for Content

We do not warrant or represent that the content of the Konnectv Service is suitable for viewing by any particular audience.

6.3 Damage to Premises

You accept that the installation of the Equipment and the Antenna (if applicable) may involve alteration to your Premises. We do not accept any liability for damage to the Premises caused by pre-existing structural defects.

6.4 Damage to your equipment

We do not accept any liability for any damage to your equipment which may occur due to using the Konnectv Service, including any burn-in suffered to your television monitor.

6.5 Indirect Loss

We do not accept any liability in contract, negligence or on any other basis for any indirect loss, consequential loss, special loss, economic loss, loss of data, loss of profits, loss of income, loss of revenue or loss of goodwill, arising out of or connected in any way with this agreement.

6.6 For a pot plant installation, you must ensure that the dish is kept safely and there is no obstruction. Any damage caused will not be the responsibility of Konnectv.

6.7 For a pot plant installation, Konnectv will be charging the subscriber service call charges in case of any problem with the signal.

6.8 Konnectv is not responsible for your personal equipment. The authorised person will only connect the set top box to your television. If you would like to get the connection any other way it will have to be done privately. Konnectv does not take any responsibility.

7. Security and Customer Information

When you apply for and use the Konnectv Service, we will collect personal information about you (that is, information from which your identity reasonably can be ascertained). The personal information we collect about you will include your name, address, contact details (including your telephone numbers and email address), information for identification purposes, information about your credit card or bank account details and information to help us to assess your credit application where relevant. We will also hold information relating to the provision of the Konnectv services to you and information provided by you in connection with the agreement or any other products and services we provide to you.

7.1 Purpose of Collection

We need to collect personal information about you for several reasons. This includes setting up and managing your account, so we can provide you with the products and services you have requested, and so we can manage our relationship with you as a customer. If you don't provide us with your personal information, we won't be able to provide you with the Konnectv Service and might not be able to provide you with other products and services. We also need to collect personal information so that we can keep you informed about the Konnectv services, and other products and services that may be of interest to you.

7.2 Use and Disclosure

We will use and disclose your personal information for purposes you consent to under this clause. You consent to us using and disclosing your personal information:

(a) to enable us to perform our obligations to you under the agreement;

(b) to enable us to ensure that you perform your obligations under the agreement;

(c) to a credit reporting agency. The disclosures we make will include information relating to your credit application including identifying information about you, the fact you have applied for credit (and the amount). We may also subsequently disclose information about your credit relationship with us to a credit reporting agency;

(d) to maintain a credit information file about you;

(e) to carry out our own credit assessment on you;

(f) for planning and research purposes including disclosure to organisations associated with the provision of our services, such as content and channel providers, for marketing and analysis purposes;

(g) for promotional and marketing purposes. Unless you notify us under clause 8.3 below, we will use your personal information to contact you (including by telephone and email) with promotional and marketing information about Konnectv's services, and also about third party products and services that may be of interest to you. We will understand that this is an ongoing consent unless you tell us otherwise; and

7.3 Opting Out

You may request that your personal information not be used or disclosed for marketing or promotional purposes by:

- telephoning us on 1300 797 012

- writing to us at Konnectv, 1B,137-139 Silverwater Road, Silverwater NSW 2128

- email at info@konnectv.com or by

- visiting our website - www.konnectv.com

You may also notify us of your marketing preferences, for example if you would like only to receive certain types of promotional material (eg. about the services provided by Konnectv) or by certain delivery methods (eg. by SMS, but not by letter). You can unsubscribe from electronic marketing communications (eg. emails and SMS) by using the unsubscribe facility in the message. However, if you use this type of unsubscribe facility, we will understand it to be a request from you to unsubscribe from electronic communications only (unless you indicate otherwise).

8. Termination

8.1 Terminating this agreement

(a) We may disconnect the Konnectv Service or terminate this agreement:

(i) if you breach this agreement and, if the breach is remediable, you do not remedy the breach within a reasonable period of receiving notice from us requiring you to do so;

(ii) if we have reasonable belief that you have engaged in conduct in relation to the Konnectv services, which is fraudulent or unlawful, or which may cause us harm, or cause harm or distress to any of our employees or Authorised Persons;

(iii) if we are unable to continue to provide any of the Konnectv services to you due to legal, regulatory or technical reasons; or

(iv) as specifically permitted under any other term of this agreement. If we do disconnect the Konnectv Service or terminate this agreement for one of these reasons, we will notify you.

(b) You may terminate this agreement prior to the expiry of the Fixed Term:

(i) by paying early termination charge

(c) You or we may terminate this agreement once the Fixed Term has expired by giving 30 days notice to the other. No Early Termination Fee will apply.

9. Return of Equipment

Upon termination of this agreement for any reason, you are required to return any Equipment in good condition to us within 7 days of termination or as otherwise advised by us. If you fail to return the Equipment, we may take legal proceedings to recover the Equipment or charge you the Equipment replacement fee specified in the Konnectv Rate card.

10 Transfer of service

You must not transfer this agreement or any of your rights under it to anyone else without prior written consent from Konnectv, which will not be refused without good reason.

agreement is or shall become void, unenforceable or illegal it shall not affect the other provisions of this agreement and the remainder of this agreement shall have full force and effect.

TV CARE INFORMATION

In some cases, still images that are displayed on your television screen for an extended period of time may cause a permanent residual image (screenburn) to be left on the television screen. You should take care not to leave still images displayed for extended periods. Plasma, Rear Projection and LCD televisions are at a higher risk of screenburn. Always consult your television manufacturer's manual for proper operating instructions.