



Konnectv Pty Ltd
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Dear Subscriber,

Greetings from Konnectv.

If you have already upgraded your decoder to Mpeg 4 decoder ,kindly ignore this email.

Zee TV has been advertising on the Channels that they are now upgrading to Mpeg 4 technology for a better audio and picture quality of the Zee Channels.

The cut off date for the change is 15th December after which the existing C Band decoder will not work.

Kindly be advised:

-We will be replacing your existing decoder with the new mpeg 4 decoder.

-We will not be charging you for the decoder .However an admin charge of \$50 will be applicable which we will debit from the direct debit details provided to us. The amount will be debited the day the decoder is sent.

-There would be a 12 months contract from the date we send the new decoder.

-The decoder will be under warranty for 12 months after which, if there is a problem with the decoder, a service call charge will be applicable for fixing the same.

-When you discontinue the service, the decoder needs to be returned to Konnectv. If you wish to keep the decoder a \$250 charge will be applicable for the same.

If you have any queries regarding the same, please contact on 1300 797 012.

We thank you for subscribing to our Channels and look forward to your confirmation on the above.

You can confirm by sending a return email with:

1. Your full name and
2. Current postal address

OR

You can confirm by signing this letter and faxing it to us on 1300 794 210 or can scan and email it on info@konnectv.com

We will then dispatch a decoder to you at the earliest.

Kind Regards

Konnectv

Subscriber Name:

Address:

Signature: