

Critical Information Summary

Fetch TV

Service to be provided: An Internet Protocol (IP) television service that is supplied using your existing broadband connection.

Minimum Monthly Charge	\$10.00 (plus rentals/purchases)
Maximum Monthly Charge	\$15.00 (plus rentals/purchases)
Early Termination Charge	\$0.00 if Fetch Box returned, maximum \$300.00 if Fetch Box not returned
Minimum Term (Months)	1 Month

Information about the service

What is the service?

Fetch TV is an Internet Protocol (IP) television service that is supplied using your existing broadband connection.

Where is it available?

Aussie Broadband Fetch TV is available anywhere that we can supply an NBN or OptiComm broadband connection. Fetch's free-to-air component is dependent on the free-to-air connection at your premises.

What do I need to access the service?

You will need:

- An active Aussie Broadband unlimited broadband plan
- An Aussie Broadband Fetch set-top box
- A wifi-enabled router, or appropriate internal cabling to hook the Fetch box to your broadband
- A compatible television with an HDMI port
- A TV antenna for free-to-air television

What is included?

Features of this service include:

- 30 free preselected movies at any time (one added and one deleted daily)
- free-to-air television and catch up TV
- Access to TV and movie stores, plus apps such as Netflix and Stan (subscription extra)
- Mobile app
- Ability to pause, rewind and record live TV (recording available on the mighty box only)

Do I have to bundle anything with the service?

You will need an existing Aussie Broadband unlimited broadband connection. If you change to a limited data plan or cancel your broadband connection, we cannot provide you with a Fetch TV service.

Qualifications

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your bill.
- You are abusive to our staff,
- You breach our terms and conditions or our fair use policy, available at aussiebroadband.com.au/legal.

If your account has been restricted, you will not be able to make any Fetch purchases or watch content. The Fetch TV box remains the property of Aussie Broadband.

If your unlimited internet service and/or Fetch service with us are cancelled, you must return the fetch equipment to Aussie Broadband at your own cost within 30 days. It must be in good working order and it must be free of cosmetic damage.

If you do not return the fetch equipment you will be billed a non-return fee (see exit fees) and you will not be able to use the fetch equipment for another service.

Once you exit the service, you will only be able to view your purchased content via the Fetch app on a mobile device.

Once-off Fetch purchases are capped in our system at \$100 to prevent bill shock. This limit can be lifted by contacting our customer service team on 1300 880 905.

Minimum term of the service

There is no minimum term for this service – it is month-to-month.



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Information about pricing

Fetch box	Monthly charge	Total Minimum
Mighty box	\$15.00	\$40 (\$15 plus postage)
Mini box	\$10.00	\$35 (\$10 plus postage)

Set-up fee

There is no set-up fee for this service.

Equipment fees

- You will need to pay \$25 for postage to receive the Fetch box
- The Fetch box remains the property of Aussie Broadband
- You will need to pay for your own internal cabling if required

Other possible costs

- Fetch TV offers a range of subscription channel packs that are available for various monthly costs
- You can purchase TV series/episodes/pay per view events for various costs
- You can purchase or rent movies for various costs
- You can access subscription services such as Netflix or Stan for various costs

Exit fee

There is no exit fee for this service. However, you must return the fetch equipment to Aussie Broadband at your own cost within 30 days of cancellation of either this service or your unlimited broadband service with us. It must be in good working order and it must be free of cosmetic damage. If you do not return the box, you will be charged \$135 for the Fetch Mini and \$300 for the Fetch Mighty, and you will not be able to use the Fetch box for any other service.

Note – once you exit the service, you will only be able to view your purchased content via the Fetch app on a mobile device.

Other information

Call and usage information

You can check your usage via the [MyAussie](#) portal, which is also available as a free app via Apple or Android.

Customer service

We have an all Australian-based team who can help you with any technical support, account or sales questions. Just give us a call on 1300 880 905, or lodge a fault via [MyAussie](#). Our support hours are constantly expanding – check our website for our current hours.

Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see <https://aussiebroadband.com.au/lodge-a-complaint/>

Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at tio.com.au/making-a-complaint.

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