



Konnectv Pty Ltd
 Unit 1B, 137-139 Silverwater Road
 Silverwater NSW 2128
 Ph: **61290984378**
 Email: info@konnectv.com
 www.konnectv.com.au
 ABN: 11 124 704 990

SUSPENSION FORM

Subscriber Information

Konnectv ID

Title: First Name: Last Name:

Contact Information

Tel (Home): Tel (Work):

Mobile: Fax:

Email:

Suspension Period

From To

Decoder No. Smartcard No.

1. Maximum suspension period - 2 months in one calendar year.
2. Suspension charges as per the Konnectv rate card.

Subscriber Signature Date

CONFIRMATION:

Dear Subscriber,
 Your service will be suspended from to
 Suspension charges as per Konnectv rate cards will be applicable.

Kind Regards
 Konnectv
 Enclosed: Konnectv Rate card

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SUBSCRIPTION	RATE
Family Entertainment Package	\$39.95 (monthly)
Family Entertainment + PTC Punjabi (12 months contract)	\$39.95 (monthly) + \$9.95 (monthly)
Family Entertainment Package (No contract)	\$49.95 (monthly)
Voluntary Suspension (maximum 2 months)	\$5.00 (monthly)
PTC Punjabi Only (12 months contract)	\$19.95 (monthly)
INSTALLATION CHARGES	
Standard Installation* metro region** (12 Months Contract)	\$349.00
Standard Installation* metro region** (24 Months Contract)	\$249.00
Standard Installation regional area***	\$349.00 + \$50.00
Non Standard installation metro/regional area	To be quoted
PTC Punjabi only (Standard Installation)*w.e.f May2011	\$349.00
Equipment Only	
Decoder + Smart card	\$150.00 + \$20.00 courier
Smart card only	\$100.00 + \$5.00 postage
Relocation Charges	
Reinstallation and Full Relocation	\$100.00 + Extra charge for equipment used
- Standard metro area - Reinstallation (1 visit)	
Reinstallation and Full Relocation	\$150.00 + Extra charge for equipment used
- Standard metro area - Full Relocation (2 visits)	
Non standard Relocation/Reinstallation	To be quoted
SERVICE AND OTHER CHARGES	
Early termination charges	\$350.00
Reconnection after suspension for non-payment	\$100.00
Unrecovered Equipment	\$150.00
Service call****	\$100.00
Decoder Replacement (lost/damaged)	\$150.00
Smartcard Replacement (lost/damaged)	\$100.00
Activation only	\$100.00
Remote Replacement (lost/damaged)	\$20.00 + \$5.00 postage
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

^Suspension available only in the contract option

*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).