



Broadway Park

Frequently Asked Questions

Decoders

Q: Who is responsible for the standard SKY Decoder?

A: The owner of the property is responsible for the standard decoder. As this box has been installed for the provision of the SKY service in Broadway Park, this **box must remain within Broadway Park**. A replacement fee of \$255.00 inc GST is payable to BPRS should a standard decoder be removed from the property.

Existing Domestic Subscribers

Q: I already have an individual SKY account, who pays for what services?

A: If you subscribe to Basic + SKY Movies + SKY Sports with a standard decoder or MYSKY you will pay nothing to SKY, this package will be invoiced by BPRS to the property owner. We will adjust your monthly subscription effective 30th September 2008.

If you wish to subscribe to any additional channels or My SKY service in addition to Basic + SKY Movies + SKY Sports you will be invoiced by SKY for the additional channels and services.

If you subscribe to Basic only or Basic and either SKY Movies or SKY Sports your channel line up will increase to include Basic + SKY Movies + SKY Sports effective 30th September 2008.

Moving on

Q: I have a MYSKY or MYSKY HDi box; can I take this with me if I move?

A: Yes. As a subscriber you have paid a fee for this upgraded box, this box may be relocated to your new residence. A domestic relocation fee will apply. You will need to advise SKY MDU so we can arrange for a replacement box for Broadway Park and book your relocation to your new address. **Phone SKY MDU on 0800 759 333.**

Q: I am moving out and want to continue with SKY in my new property, how do I arrange this?

A: If you have an individual account with SKY a domestic relocation fee will apply. You will need to advise SKY MDU so we can arrange for a replacement box for Broadway Park and book your relocation to your new address. **Phone SKY MDU on 0800 759 333.**

If you do not have an individual account with SKY at Broadway Park, we will need to set up a new account for your new residence. Standard terms and conditions will apply for your new account. The decoder must remain with the property at Broadway Park, you will receive a new decoder at your new residence.



Rental Properties

Q: Who is liable for paying for the BPRS SKY Subscription Package?

A: The owner of the property is liable for this cost as it is included in the BPRS Levy. It is up to owner to decide whether or not to pass this cost to their tenant.

Q: My tenant already has their own SKY Subscription at Broadway Park, how does this affect them?

A: If your tenant subscribes to Basic + SKY Movies + SKY Sports with a standard decoder or MYSKY, SKY will adjust their monthly subscription effective 30th September 2008.

If they wish to subscribe to any additional channels or My SKY service in addition to Basic + SKY Movies + SKY Sports they will be invoiced by SKY for the **additional channels and services**.

If they subscribe to Basic only or Basic and either SKY Movies or SKY Sports their channel line up will increase to include Basic + SKY Movies + SKY Sports effective 30th September 2008.

Q: My tenant wants to subscribe to additional channels or services such as MYSKY or box office movies, how does this work?

A: The tenant will need to call SKY MDU on 0800 759 333 and we will send out a domestic subscription form for them to complete and send back to get this set up. The tenant will be responsible for paying for these additional services.

Q: My tenant is moving out and wants to continue with SKY in their new property, how do they arrange this?

A: Please refer to the "Moving on" question on previous page.

Technical Assistance

When the SKY decoder is installed in your residence you will receive a troubleshooting guide "Learning to Drive". Please refer to this if experiencing difficulties with your SKY reception.

Should problems persist, please contact your building manager who will authorise any technician callouts as assistance may be needed for access to the system.

Technician Callouts

- If the fault is deemed to be due to the SKY equipment -there is no charge for the call out.
- If it is a non SKY related problem or operator error - a charge will apply for the callout (which may be billed to the occupant).