



**S21 Network Pty Ltd**

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## SUSPENSION FORM

### Subscriber Information

S21 Network 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 S21 Network rate card.

Subscriber Signature..... Date.....

### CONFIRMATION:

Dear Subscriber,  
Your service will be suspended from..... to.....  
Suspension charges as per S21 Network rate cards will be applicable.

Kind Regards

**S21 Network**

Enclosed: S21 Network Rate card

## S21 NETWORK RATE CARD

<b>SUSSCRIPTION</b>	<b>RATE</b>
S21 Network Family Entertainment Package	\$39.95 (monthly)
No contract subscription	\$49.95 (monthly)
Voluntary Suspension (maximum 2 months)	\$5.00 per month
<b>INSTALLATION CHARGES</b>	
<b>Installation</b>	
Standard Installation* metro region**	\$349.00
Standard Installation regional area***	\$349.00 + \$50.00
Non Standard installation metro/regional area	To be quoted
<b>equipment Only</b>	
Decoder + Smart card	\$150.00 + \$20.00 courier
Smart card only	\$100.00 + \$5.00 postage
<b>Relocation Charges^</b>	
Reinstallation and Full Relocation	\$100.00
- Standard metro area - Reinstallation (1 visit)	
Reinstallation and Full Relocation	\$150.00
- Standard metro area - Full Relocation (2 visits)	
Non standard Relocation/Reinstallation	To be quoted
<b>SERVICE AND OTHER CHARGES</b>	
Early termination charges	\$150.00
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
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

^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 S21 Network end.

-when the equipment is not the property of S21 Network.

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