

# Sky Key Facts

**To be used from 8th April 2009.**

These sheets set out the key terms and conditions of Sky's products and services.

Please ensure that the customer reads and understands the key facts **before placing their order**.  
Then attach a copy of the Key Facts Sheet to their receipt.



# Sky Key Facts

Here's some key information about Sky's products and services. **It is important that you read and understand the following Key facts before you place your order.**

Full terms and conditions for your chosen products and/or services, including how we use your personal information, will be sent to you separately or will be provided with your Sky equipment.

Customer Account Number .....

Installation Date .....

Contact Number .....

Additional Information .....

.....

## GENERAL INFORMATION

- You must be 18 or over to order any products or services from Sky.
- The information contained in this Key Facts Sheet applies to residential customers in the UK, Channel Islands and Isle of Man (Sky Talk and Sky Broadband are not available in the Channel Islands or Isle of Man).
- Collections will appear on your bank statement as 'Sky digital'
- If there is a delay in setting up your Sky account, your first and second monthly payments may be made around the same time.
- If you choose to pay for your Sky subscriptions by continuous credit or debit card mandate, you will be charged an additional monthly fee of 50p.
- Sky and its business partners may use the details you give us to contact you by phone, post, email and/or SMS about our products and services, unless you tell us that you do not want to be contacted in any of these ways by calling us on 08442 41 41 41.
- Full terms and conditions for your chosen products and/or services, including how we use your personal information, will be sent to you separately or will be provided with your Sky equipment and you should read these carefully.

## MINIMUM TERM AND EARLY TERMINATION CHARGES

- Your Sky digital, Sky+, Sky HD, Sky Multiroom, Sky Broadband subscriptions each have a 12 month minimum term. A 12 month minimum term also applies to Sky Talk calls packages and Sky Talk Line Rental.
- If you're an existing Sky digital customer buying your first Sky+HD box and signing up to the HD Pack, or buying your first Sky+ box, you will need to stay a Sky digital subscriber for another 12 month minimum term.
- If you break the terms of your contracts, for example by not paying for your subscription or you otherwise end your contract where you do not have the right to do so, we will charge you an early termination fee. The details of how we calculate your early termination charge(s) are set out in your contracts, which we will provide to you. We may charge your early termination fee directly to any credit or debit card of which you have given us details, e.g. when you paid for your installation or equipment. We will notify you before we make any early termination charge.

## FREE SKY BOX AND MINDISH OFFER

- The free dish and box offer is limited to one per household. You cannot take up the free dish and box offer if you or someone in your household has previously received free or discounted equipment from Sky.
- You do not have to subscribe to Sky digital to take up the free dish and box offer, but if you do not subscribe you will not be able to take up Sky's standard installation offer, details of which are available in the Sky leaflet.
- Your Sky box must be connected to an active telephone landline that accepts incoming and outgoing calls for at least 12 months from the date your Sky box is installed.

## SKY DIGITAL

- Your Sky digital contract has a minimum subscription period of 12 months.

- Sky Box Office movies, events and stand alone channels cost extra and will be charged to you in addition to the Sky digital package you've chosen.
- Details of the costs of Sky digital packages are available in the Sky leaflet.
- If you take 6 Packs (the Entertainment Pack) and/or any Sky Sports or Sky Movies channels, your package includes the television entertainment magazine. In addition, if you take Sky Movies 1 or 2 (or both), your package includes a specialist movies magazine, and if you take Sky Sports 1 or 2 (or both), your package includes a specialist sports magazine. These magazines will be supplied to you by our productions company.

## SKY+ AND SKY+HD

- Lowest Sky+ box prices are not available to customers who have previously taken a Sky HD/Sky+HD or Sky+ box, unless otherwise agreed with your retailer.
- Lowest Sky+HD box prices are not available to customers who have previously taken a Sky HD/Sky+HD box, unless otherwise agreed with your retailer.
- If you agree that you will take any Sky Broadband, Sky Talk and/or Sky Multiroom products within the next six weeks so that you can receive a discounted Sky+ or Sky+HD box, but you do not do so or you cancel your order, we have the right to claim back from you the difference between the discounted box price you have paid and the box price payable for customers who do not take up the relevant Sky Broadband, Sky Talk and/or Sky Multiroom products.
- Sky+ functionality requires a Sky+ subscription (free for Sky TV customers, or £9.75 a month) and two satellite feeds.
- To get Sky+HD you need a Sky digital subscription, a Sky+HD box and you need to subscribe to Sky HD by taking the Sky HD Pack. The channels you receive with the Sky HD Pack depend on the Sky digital package that you choose. The Sky HD Pack costs £9.75 a month.
- To experience the full benefits of Sky+HD, you will need a compatible HD ready TV.
- You must also connect your Sky+ box or Sky+HD box to an active telephone landline that accepts incoming and outgoing calls for at least 12 months.

## MULTIROOM

- You need an extra Sky box for each Sky Multiroom subscription. Prices of Sky boxes are available in the Sky leaflet or from your retailer or Sky agent. A Multiroom subscription costs £9.75 a month for each extra box.
- You must remain a Sky digital subscriber at all times during your Sky Multiroom subscription.
- Your Sky Multiroom subscription will provide the same channels that are included in your first Sky digital subscription on a Sky box in another room.
- If you have Sky+HD, your Sky Multiroom subscription will not provide you with Sky HD channels in another room unless you purchase a second Sky+HD box and a second subscription to the Sky HD Pack.
- You must keep each of your Sky box(es) connected to the same active telephone landline that accepts incoming and outgoing calls at all times during your Sky Multiroom subscription(s).
- If you have Sky+HD and/or Sky+ and a standard Sky box then your first viewing card must be in your Sky+HD/Sky+ box.

## SET-UP OF YOUR SKY TV EQUIPMENT

- A standard set-up charge will be payable when you place your equipment order. Details of standard installation charges for your Sky equipment are available in the Sky leaflet or from your retailer or Sky agent.
- Additional charges will be payable if your installation is not standard, e.g. it requires additional cabling, brackets or mounts. There are certain installation activities which engineers can not perform for health and safety reasons.
- You will be responsible for obtaining any consents you require to install your digital satellite equipment in your home, e.g. landlord's consent if you live in a rented property.
- The engineer will need to park the van near your home. If there are any parking restrictions you will need to make arrangements.
- If you live in a block with a communal satellite system and you do not have more than one satellite connection in your home you will not be able to take Multiroom. You will also be unable to use the full functionality of any Sky+ or Sky+HD box.

## SKY TALK

- You need an active Sky digital subscription to receive Sky Talk. If your Sky digital viewing is restricted or ends, we may also restrict or end the provision of Sky Talk to you. If your Sky Talk Line Rental service ends, you will not be able to make or receive calls, including calls to emergency numbers (including 999/112).
- You need to have a BT compatible landline to receive the Sky Talk service. If you do not take Sky Talk Line Rental, you must continue to pay BT for your line rental. To ensure you get the greatest value from your Sky Talk calls package, you should take or switch to BT's Unlimited Weekend Plan.
- Sky Talk calls packages are not available to BT line rental customers with BT Basics or if outgoing calls are barred. Sky Talk Line Rental may not be available if you have certain products on your line, such as alarm monitoring services.
- Your Sky Talk charges will be added to your Sky bill, which will be paid under the same direct debit or credit card continuous instruction as your Sky digital subscription.
- Sky Talk's free and unlimited calls apply to 01, 02 and 03 numbers only and last up to one hour after which you will be charged Sky Talk standard rates, or you can hang up and re-dial. These calls are subject to Sky's Acceptable Use Policy which is available at [sky.com/skytalk](http://sky.com/skytalk)
- Sky Talk is only for private domestic use.
- Sky or its agents will speak with BT or other network operators about providing Sky Talk to you. You confirm you are permitted to authorise Sky or its agents to do this and consent to BT or other network operators providing Sky with your personal data to enable Sky Talk to be provided to you.
- A letter will be sent informing you of your Sky Talk activation date.

## NEW PHONE LINE OFFER

- If you do not have an active BT compatible phone line and you are a new Sky TV customer taking Sky Talk Line Rental and a Sky Talk calls package, we can arrange to install or activate a new phone line for you.
- A charge may be payable for your new phone line and we'll confirm the charge before you place your order. Engineering work may be required to install or activate your new phone

- line. In case an engineer's visit is required, you'll need to provide us with three possible dates for an appointment which must be at least 10 working days after the date of your TV installation. You must give us 3 working days' notice if you want to change your appointment. If you fail to do so or you miss or fail to make the necessary arrangements for your appointment to take place, we will retain your fee and charge you up to £105 for another appointment.
- Sky will not provide a new phone line where extensive construction over and above standard needs is required. Customers who require extensive work to their property for a new phone line to be installed and/or activated will need to contact BT directly.
- Your Sky Talk Calls and Line Rental service will start on the day that your new line is successfully installed and/or activated.

## SKY BROADBAND

- The availability of your Sky Broadband service will depend upon your location.
- Because your order isn't processed immediately there is some risk that your local exchange may run out of space. However, should this happen, we will still be able to offer you Sky Broadband Connect with up to 8Mb broadband. Our sales advisors will be able to inform you of the current price of Sky Broadband Connect. Once space becomes available again we will move you to our network and give you the option to change your product.
- You need to have an active BT compatible line to receive the Sky Broadband service. If you are a cable customer or don't have a compatible BT line, our sales advisor will only be able to provide you with a very good indication as to whether you are in an area where Base, Mid and Max are currently available, otherwise you can get Connect. We will only be able to tell you for certain which products are available to you when you have a compatible BT line.
- You must be a Sky digital subscriber at all times whilst subscribing to Sky Broadband. You must subscribe to your chosen Sky Broadband product for 12 months.
- Your Sky Broadband service should take up to 15 working days to be active. A letter will be sent to you which will confirm your expected Sky Broadband activation date. We will also send you your Sky wireless router.
- The speed check given to you is an estimate based on your distance from your local telephone exchange. The actual throughput speed you get after activation may be lower depending on factors within your home, principally the length and quality of any internal phone wiring, and the speed of your computer. It may also vary throughout the day as the amount of people on the internet changes, and are often slower at peak times (5pm-12am). So if you experience differences between your throughput speed and the estimate provided, this does not necessarily mean there is a fault on your line. If you have Connect, the line speeds may also be affected by external factors such as the volume of 'traffic' going through your local exchange from time to time. You will also be subject to a Traffic Management Policy which may affect your speeds between 5pm and 12am.
- You can find further information about Sky Broadband on our website [www.sky.com](http://www.sky.com). Sky is a signatory to the Voluntary Code of Practice on Broadband Speeds.
- If you intend to use the wireless capabilities of the Sky wireless router, your PC or laptop must be wireless enabled. If it is not, you can buy the necessary equipment from Sky.