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NEXT STEPS
Please take a few minutes to read carefully the terms and conditions for the products and services you have ordered from Sky.

By using or allowing the enclosed Viewing Card to be used to receive your chosen Sky services you are agreeing to the terms and conditions in this Contracts Booklet that relate to those services including any changes to them or the services in accordance with these terms and conditions. If you have ordered any digital satellite equipment (other than a Sky+HD box which has separate terms and conditions which are supplied with the box) either directly from Sky or from one of Sky’s authorised retailers, then by allowing installation to commence you are accepting the terms and conditions in this Contracts Booklet that relate to its supply and installation.

IMPORTANT TERMS OF YOUR SUBSCRIPTION CONTRACTS
Please take a few minutes to read the following important terms. Further terms and conditions are set out later in this Contracts Booklet which you should also read carefully.

Can I subscribe to Sky’s services?
Yes, if you are 18 or over and the services are only used at your home in either the UK (including the Isle of Man and Channel Islands) or Republic of Ireland. If you move or change your contact details you must tell us.

Sky digital Subscription Contract
This Contract sets out the conditions which you and Sky have to keep to in relation to the Sky digital service including the On Demand service (where available). This service does not include HD/3D or pay-per-view services; these are supplied under their own standard terms. The Contract also doesn’t cover channels which are not part of the Sky digital service, such as non-subscription channels.

Sky Multiscreen Subscription
With a Sky Multiscreen subscription you receive the same Service as you receive under your first Sky digital subscription through an extra Box, for an additional subscription charge. This means that you and your family can watch different Sky digital programming on two separate TVs in your house.

How long does a subscription last?
Each subscription lasts for a minimum of 12 months (the Minimum Term) from the first date you can receive the Service under the Contract (usually when you first insert your Viewing Card into the Box), unless you or we are allowed to end it earlier. We will charge you for the relevant service from this date. For details of when the contracts can be ended earlier see Condition 11 of the Sky digital Subscription Contract and Conditions 6, 7 and 8 of the Sky Multiscreen Subscription Contract. If you have ordered your Sky products and services directly from Sky by telephone, via the internet, by text or via Sky Interactive, you have the right to cancel your Contracts as set out in ‘Your Rights to Cancel Your Order’ at the end of this Contracts Booklet. If you ordered your Sky products from one of our door-to-door sales agents please refer to the cancellation policy set out in the documentation left with you by our sales agent.

If we end your Sky digital Subscription Contract or your Sky Multiscreen Subscription(s) Contract (or your Sky Multiscreen Subscription ends automatically) during the relevant Minimum Term we will charge you an early termination charge, unless stated otherwise in the relevant contract. We may charge these amounts directly to the credit or debit card which you have provided us with details of, e.g. when you paid for the installation of your Digital Satellite System and, by entering into these contracts, you are authorising us to do so. We will give you reasonable notice before these charges are made. For more information about these charges go to sky.com/early termination.

Will the price of my subscription(s) rise during the Minimum Term?
Under the Sky digital Subscription Contract we can increase the prices for the Stand-alone Premium Channels or extra Sky Premium Channels at any time during the Minimum Term.

However, in all other cases we can only increase the relevant Subscription Payment once during the Minimum Term. This increase won’t affect you during the first 60 days of your subscription to your chosen service(s) and will not be more than either 10% of the standard price of your Option or the increase in the UK Retail Price Index over the last 12 months before we tell you about that price increase, whichever is greater. Under the Sky digital Subscription Contract, if at any time you change your chosen Service, you will pay the then current price for your new Service from the day you first receive it.
When don’t these limits apply to my subscription prices?
The limits on price increases do not apply after the Minimum Term of the relevant contract. The limits on increasing your Subscription Payments during the Minimum Term don’t apply to any increase in your Subscription Payment for your first Sky digital subscription where we add extra channels to your chosen Option and you choose to take them or, if you choose to take any extra Sky Premium Channels or Additional TV Services we may offer you. The limits also don’t apply where, following a request or requirement by any regulatory authority or, as required by law (including any changes in Value Added Tax), we change any aspect of our pricing which affects your Subscription Payment directly or our pricing structures generally.

If, during the Minimum Term, you choose not to receive extra channels we have told you we have added to your chosen Option under the Sky digital Subscription Contract, your Subscription Payment will not increase until the end of your Minimum Term when you will automatically receive all the channels in your chosen Option (including the extra channels) and pay the then current price for it.

How much notice will I get if you increase prices?
We promise to give you at least 31 days notice before we put the price of your subscription(s) up, unless the price increase results from you changing your Service under your Sky digital Subscription Contract or we are required to increase our prices by law (e.g. due to change in VAT) or because a regulatory authority requests or requires us to do so (if this happens we will try to give you reasonable notice). If you are not the payer of the relevant subscription, you must tell the payer of any price increase notice we send you.

Will the Service change?
The Service may change, as it is variable. This means that we can change programming, change or withdraw any Option or Additional TV Service, and change, withdraw or interrupt the Channels you receive in your Service. Your chosen Option may offer you a variety of Channels which are broadcast by various broadcasters, including Sky. Although we aim to provide Channels that cover a wide range of interests, unfortunately we cannot guarantee the availability of any particular Channel or programme.

You can change your chosen Service during your subscription, but if this will reduce your Subscription Payment you need to give us at least 31 days notice (unless this results from us varying or withdrawing your Option). We may charge a reasonable administration fee to change your Service which we will let you know in advance.

Other important points about your channels and services
• If we change any premium bonus channel in your chosen Option into a channel which you would normally have to pay extra to get or withdraw any Channel in your Basic Pack, you’ll continue to get that Channel as part of your Option at no extra cost until the end of your Minimum Term (except for any Channel in your chosen Basic Pack where the channel’s owner won’t agree that you can receive it in this way). If we introduce a charge for any other channel, we’ll give you reasonable notice of what charge will apply if you wish to carry on receiving it.
• If we withdraw any Option, or Channel and, as a result, you receive a cheaper Option from the one you received immediately before the withdrawal, we promise to reduce the price you pay to the then current price for that different Option.
• You can add one or more Stand-alone Premium Channels to your chosen Option.
• Premium bonus Channels, additional Channels and Additional TV Services are provided at Sky’s discretion and you don’t pay any extra for this part of your Service. Additional TV Services may be subject to eligibility and certain equipment may be required.
• In order to download content using On Demand you currently need a compatible Sky+HD box, a Sky+ subscription (which is subject to the Sky+ subscription Terms and Conditions which will be supplied to you separately if you choose to take the service) and a residential broadband service. Unless we tell you otherwise, downloading content will count towards any broadband usage limits that apply to your broadband service.

Other important points about your Sky Multiscreen Subscription
• Each Sky Multiscreen subscription you take out can only be viewed at the same Address as your first Sky digital subscription.
• If you have an active Multiscreen subscription, the Box used to receive your first Sky digital subscription and the Box(es) used to receive your Multiscreen subscription(s) must always be connected to any residential broadband service you receive, provided the Boxes can be connected to broadband and we have supplied you with the equipment necessary to make the connections (e.g. an On Demand connector). You must let us collect information through the connections, including Box location information.
• You must give us reasonable access to inspect the Boxes at your Address to check that any box used to receive a Multiscreen subscription is located at the same Address as the box used to receive your first Sky digital subscription.

• If you choose to take the Sky Go Extra service as part of your Sky Multiscreen subscription this is subject to additional terms and conditions that will be supplied to you separately.

**Will I be accepted as a Sky digital subscriber?**

You may not be accepted if you owe us any money or your credit or fraud score is unsatisfactory. We can administer your account as we believe reasonable depending on the result of that or any future scoring, which may include applying different payment terms to your account. We may use information from, or supply information to, outside agencies for credit assessment and/or fraud prevention purposes.

**How do special offers affect my Contract(s)?**

If you take up a special offer, the terms and conditions of the relevant products and services will be varied to take account of the offer terms and conditions.

**Calling Sky**

Calls to and from Sky Customer Services may be recorded or monitored for training and other purposes.

**Complaints**

We are committed to providing you with the best possible products and services, but in the unfortunate circumstance that you have a complaint please get in touch with us straight away in any of the following ways:

• Online, you can chat to one of our online advisors or email your complaint by visiting ‘Contact us’ in the MySky section of sky.com.

• By phone - call us on 03442 41 41 41.

• By post, write to:
  Customer Complaints
  Sky Subscribers Services Limited
  PO Box 43
  Livingston West Lothian EH54 7DD
  UK

If you’d like to find out more about how we deal with your complaints and options for alternative dispute resolution, read our ‘Complaints Code of Practice’ which you will find by visiting ‘Complaints’ in the MySky section of sky.com com or by going to http://help.sky.com/my-account/make-a-complaint/sky-customer-complaints-code-of-practice.

Alternative dispute resolution services for Sky TV customers are provided by Ombudsman Services: Communications whose website is ombudsman-services.org/communications.html.

**SKY PRIVACY AND COOKIES NOTICE**

This privacy notice applies to the use of personal and other information by Sky UK Limited and its group companies. Any member of the Sky group may use and share, within that group and with its advisors, the information you provide and other information it holds about you for the purposes set out below. Certain group entities such as Sky Bet, The Cloud and NOW TV may have specific privacy notices on their web locations, so please check to make sure you are informed of how they use your information.

**Information we may hold about you**

1. Information you’ve provided to us, including on our web locations.
2. Information about our content, products and services you’ve ordered or enquired about.
3. Information provided by other companies who’ve obtained your permission to share information about you.
4. Information, uploads and comments you make about the shows; channels, programmes, advertisements and services you use, for example how you access, view, share, contribute to, communicate with, record or fast forward them.
5. Information we collect from the devices (including your viewing card) you use to receive Sky content, products and services about your use of Sky and/or selected third party content, products and services. For more information on cookies and how to manage them, please see the section on cookies.
6. IP address (this is a number that identifies a specific network device on the internet and is required for your devices to communicate with web locations) and location data.
7. Technical information from the devices you use to receive Sky content, products and services, for example, the collection of diagnostic and traffic information.

**How we may use your information**

In addition to using your information to provide you with content, products, services, tailored and personalised recommendations, and general account management, and the management of traffic across our network, we may also use your information in the following ways:

1. To monitor, improve and protect our content, products and services, work with our agents and business partners to improve the products and services we offer, and develop new content, products and services.
2. We may share information with credit reference, fraud prevention agencies and other companies for use in credit decisions, for fraud detection, prevention and debt recovery purposes.
3. We may transfer your information to our data processors outside the European Economic Area, but will do so with appropriate measures and controls in place to protect that information in accordance with applicable data protection laws and regulations.
4. If false or inaccurate information is provided and fraud is identified, the details will be passed to fraud prevention agencies. Law enforcement agencies may also access and use this information to prevent fraud and money laundering, for example when: checking details on applications for credit and credit related or other facilities; managing credit and credit related accounts and facilities; recovering debt; checking details on proposals and claims for all types of insurance; or checking details of job applications and employees. We and other organisations may access and use from other countries the information recorded by fraud prevention agencies. Please contact us using information on the Help & Support pages on www.sky.com if you want to receive details of the relevant fraud prevention agencies.
5. For market research.
6. To enable us to comply with any legal or regulatory requirements; to protect or enforce our rights or the rights of any third party; in the detection and prevention of fraud and other crimes; and for the purpose of safeguarding national security.
7. We may disclose your information to any successors of our business for them to use for the purposes set out in this privacy notice.

Unless you've asked us not to:

1. To send you periodic newsletters and other information about content, products and services you have chosen or are entitled to receive.
2. To send you direct marketing. This may include communications by post, telephone or email, about us and our business partners’ content, products and services, events and special offers, including, where applicable, for a reasonable time after you have ceased to be a customer of ours. If you've a Sky Bet, Sky Poker, Sky Vegas and/or Sky Bingo account, we may also send you communications by SMS.
3. To provide you with more relevant tailored advertising. Sky can serve different ads to groups of different Sky households watching the same programme. We use the information we hold about you and your household, to make some of the adverts you see more relevant.

**Your preferences**

**Marketing**

You can choose not to receive direct marketing. You can adjust your preferences in the following ways:

- by calling us on 03442 414141 in the UK or 0818 719 819 in RoI
- via your MySky account
- by clicking on the “unsubscribe” link in marketing information from us. Sky Bet, Sky Poker, Sky Vegas and Sky Bingo customers can choose not to receive direct marketing SMS messages by replying “STOP”.

**Online behavioural advertising**

If you don't want any information processed through the use of cookies, please see the section on “How to see and manage your cookies” or check via your MySky account.

**Contacting Sky**

Any queries or comments about this privacy notice or for requests of copies of the information we hold about you should be sent to dp.department@sky.uk or to Customer Relations, Sky Subscribers Services Ltd, PO Box 43, Livingston, West Lothian, EH54 7DD, UK.

Please ensure you notify us of any updates, amendments and corrections to your information by contacting us using information on the Help & Support pages on www.sky.com, by phoning us on 03442 414141 in the UK or 0818 719 819 in the RoI or through MySky.

We will occasionally update this privacy notice. We will post a notice of any material changes on our website prior to implementing the changes, and, where appropriate, notify you using any of the contact details we hold for you for this purpose. We encourage you to periodically review this notice to be informed of how we use your information.
COOKIES NOTICE

When you create or log in to a Sky account you agree to our privacy and cookies notice. Otherwise, by continuing to use our web locations, content, products or services you agree to the use of cookies as described in this notice.

You should be aware that when you access or use our content, products and services, we may collect information from the devices you use to receive Sky content, products and services by using ‘cookies’.

If you’d like to learn how to manage these cookies and choose whether or not to receive information of different types, please see the section “Controlling My Cookies” below.

What are cookies and how do they work?

Cookies are small bits of text that are downloaded to the devices you use to receive Sky content, products and services and access online information. Your browser makes these cookies available every time you visit the web location again, so it can recognise you and can then tailor what you see on your device.

What do you use cookies for?

Cookies are an important part of the internet. They make using devices and accessing online information much smoother and affect lots of the useful features of web locations. There are many different uses for cookies, but they fall into four main groups:

1. Cookies that are needed to provide the content, product or service you have asked for

Some cookies are essential to help your devices download or stream the information, or so you can move around web locations and use their features. Without these cookies, content, products or services you’ve asked for can’t be provided. Here are some examples of essential cookies:

- Positioning information on a smartphone screen, tablet device or other screen so that you can see the web location and use its functionality.
- Keeping you logged in during your visit or enabling you to stream content; without cookies you might have to log in on every web location you visit or repeatedly adjust your volume and viewing settings.
- When you add something to the online shopping basket, cookies make sure it’s still there when you get to the checkout.
- Some are session cookies which make it possible to navigate through the web locations smoothly.

2. Improving your browsing experience

Cookies allow the application or web location to remember choices you make, such as your language or region and they provide improved features. Here are a few examples of just some of the ways that cookies are used to improve your experience on our applications and web locations:

- Remembering your preferences and settings, including marketing preferences, such as choosing whether you wish to receive marketing information.
- Remembering if you’ve filled in a survey, so you’re not asked to do it again.
- Remembering if you’ve been to the application or web location before.
- Restricting the number of times you’re shown a particular advertisement. This is sometimes called ‘frequency capping’.
- Showing you information that’s relevant to content, products or services that you receive.
- Giving you access to content provided by social-media sites like Facebook or Twitter.
- Showing ‘related article’ links that are relevant to the information you’re looking at.
- Remembering an application or web location you’ve entered, such as weather forecasts.

3. Analytics

We like to keep track of what web locations, information and links are popular and which ones don’t get used so much, to help us keep our information relevant and up to date. It’s also very useful to be able to identify trends of how people navigate (find their way through) our information and when and where ‘error messages’ may originate.

This group of cookies, often called ‘analytics cookies’ are used to gather this information. The information collected is grouped with the information from everyone else’s cookies. We can then see the overall patterns of usage rather than any one person’s activity. Analytics cookies are used to improve how an application, a web location and its pages work.

Our applications, web locations, websites and communications you get from us also contain small invisible images known as ‘web beacons’ or ‘pixels’. These are used to count the number of times the page or email has been viewed and allow us to measure the effectiveness of the communication.
4. Affiliate cookies

We also use ‘affiliate’ cookies. Some of our web based information will contain promotional links to other companies’ sites. If you follow one of these links and then register with or buy something from that other site, a cookie is used to tell that other site that you came from one of our sites. That other site may then pay us a small amount for the successful referral. For more information, see the Internet Advertising Bureau’s guide about how affiliate marketing works http://www.iabuk.net/disciplines/affiliate-marketing/guide.

How we show advertising and marketing that is relevant to your interests

We sell space on some of our websites to advertisers. The resulting adverts often contain cookies. The advertiser uses the browsing information collected from these cookies to:

• restrict the number of times you see the same ad (frequency capping) and
• help show other advertisements that are relevant to you while you’re accessing our information. This information about your browsing activity may be grouped with information about what is being accessed by other users, into interest groups, and then used to show you advertisements based on those interests. This is often called online behavioural advertising (OBA). OBA is a way of using information about your web-browsing activity, collected by using cookies, to group you with other users into interest groups and show you advertisements based on those interests.

Sometimes our websites contain advertisements for our own Sky products. These advertisements use cookies in the same way as described above.

Cookies explained

Neither we, nor the companies who show advertisements on our sites sell personal data collected from cookies to any other organisations.

It’s easy to choose not to receive behavioural advertising and manage your cookies if you want to.

Controlling My Cookies

1. How can I see and manage my cookies in my browser?

Virtually all modern browsers allow you to see what cookies you’ve got, and to clear them individually or clear all of them. To find out how to do this visit www.aboutcookies.org, which contains comprehensive information on how to do this on a wide variety of desktop browsers.

2. How can I choose not to receive Online Behavioural Advertising and other tracking cookies?

In addition to the controls available on your computer, there are other ways of choosing not to receive Online Behavioural Advertising and other tracking cookies.

Please note that most of these choices work by setting a cookie that over-rides the behavioural advertising cookie. If you clear all your cookies, you will also clear these opt-out cookies, therefore changing your preferences. In this instance you would need to choose again.

3. Organisations which provide more information on Online Behavioural Advertising

• Evidon are a provider of privacy solutions.
• Internet Advertising Bureau (IAB) “Your Online Choices” page. This allows you to choose not to receive behavioural advertising from each of the advertising networks represented by the IAB.
• Network Advertising Initiative (NAI) opt out page. This allows you to opt out of behavioural advertising from each of the advertising networks represented by the NAI.
• Digital Advertising Alliance’s self-regulatory program for online behavioural advertising choices page.
SKY DIGITAL SUBSCRIPTION CONTRACT

These are the terms and conditions that you must keep to if you want to view the Service at your Address. You must also keep to Conditions 5, 6 and 7 relating to the Viewing Card even if you stop subscribing to Sky digital. This Contract is with Sky UK Limited (“Sky”), which is responsible for providing the Sky digital subscription service and Sky Subscribers Services Limited (“SSSL”), which sends you your Viewing Card. SSSL will also provide customer services in relation to the Service and the magazine (if applicable) as an agent for Sky. References below to “we” or “us” shall be read as references to Sky.

You can contact us or SSSL at PO Box 43, Livingston, West Lothian EH54 7DD, UK or call 03442 41 41 41 if you live in the UK or 0818 719 819 if you live in the Republic of Ireland.

1. Definitions

In these Conditions:

**Additional TV Services:** any additional television services which we may supply as part of your Service from time to time, subject to your eligibility and you having the required equipment. This currently includes the service known as On Demand (where available).

**Address:** the address of your home in either the UK or Republic of Ireland that you notify to us from time to time.

**Basic Pack:** any pack of basic channels we offer from time to time. No Basic Pack will include any Sky Premium Channel, Stand-alone Premium Channel, bonus or additional channel or service or Additional TV Service that we offer.

**Box:** an authorised digital satellite decoder capable of using Sky's digital conditional access (encryption) system.

**Channels:** the channels we may include in any Option, Stand-alone Premium Channels and any premium bonus and additional Channels we may offer.

**Conditions:** the conditions in this Contract set out below, together with the terms relating to Sky digital set out on the ‘Important Terms’ page in this contracts booklet and any changes we may make to them in accordance with this Contract.

**Contract:** this contract authorising you to receive the Service for private viewing at your Address, your Viewing Card and a satellite TV magazine(s) (as applicable).

**Minimum Term:** the first 12 months from the first date on which you can receive the Service under this Contract, or any other 12 month period beginning on the date agreed between us.

**Option:** any of the channel package options we offer but not including any Stand-alone Premium Channel.

**Service:** the Option, together with any Stand-alone Premium Channels, chosen by you, and any Additional TV Services. If during this Contract you want to change your chosen Option, the Service includes the new Option you choose.

**Sky Premium Channels:** such as Sky Sports 1, Sky Sports 2, Sky Movies 1 and Sky Movies 2 as Sky transmits from time to time and/or any other channel we may tell you is a Sky Premium Channel (but this does not include Stand-alone Premium Channels). Sky Movies 1 and Sky Movies 2 are each made up of a number of different Sky Movies channels which are not available individually.

**Stand-alone Premium Channel:** a channel or a pack comprising a number of channels which may not be available individually which you may choose to include, for an additional charge, as part of the Service (but this does not include Sky Premium Channels).

**Subscription Payment:** the payments we have told you must pay us to provide the Service.

**UK:** the United Kingdom of Great Britain and Northern Ireland, the Isle of Man and the Channel Islands.

**Viewing Card:** the card which will allow you to receive encrypted digital satellite services (such as the Service) when used with a Box.

2. Subscription Payments

(a) Unless we agree otherwise, you will be charged for the Service from the first date we enable your Box to receive the Service under this Contract. You must pay us Subscription Payments every month in advance. Your first Subscription Payment may be taken at the time you order Sky digital. For both Direct Debit and credit card options we will collect further amounts due automatically from your account each month after we have sent you your first Viewing Card.

(b) You can select a different Service. If any change will result in a reduction to your Subscription Payment you must give us at least 31 days notice (unless this Contract is lawfully terminated before the end of such notice period or where Conditions 3(b) (iii) or (iv) apply). We can charge a reasonable administration fee if you wish to change your Service. We will let you know the amount of any fee in advance. You can only choose one of the Options, and you can also choose to add any Stand-alone Premium Channels we may offer. You cannot choose individual Channels within any Option.
(c) We may increase your Subscription Payment at any time by giving you at least 31 days notice. This includes increases under Condition 2(d) unless Condition 2(d)(ii) applies when we will try to give you as much reasonable notice as possible. However, during the Minimum Term, unless it is for a reason set out in Conditions 2(d) or 4 (when the following increase limits do not apply), we may increase the price of your Option only once and that increase will not be more than:

(i) 10%; or
(ii) the increase in the UK Retail Price Index over the 12 months before we tell you about that price increase whichever is greater.

This price increase will not affect you during the first 60 days of your first Minimum Term. These increase limits do not apply to any Stand-alone Premium Channels or extra Sky Premium Channels (see Condition 4). Your Subscription Payment will also change during the Minimum Term if you change your Service and you will immediately pay the then current price for that new Service.

(d) We may also increase your Subscription Payment:

(i) if we add extra channels to your Option. During the Minimum Term you may choose not to receive these extra channels and your Subscription Payment will not increase as a result of this for the remainder of the Minimum Term. From the end of the Minimum Term you will receive all the channels included in your Option and pay the then current price for it; and/or
(ii) if required by law or if any regulatory authority requests or requires a change to any aspect of our pricing (including any changes in Value Added tax) which affects your Subscription Payment directly or our pricing structure generally.

(e) We may alter your Direct Debit or credit card instruction if your Subscription Payment changes for any reason. We may also charge any other payment due under this Contract under your Direct Debit or credit card instruction together with any other payments which you agree that we may charge under that instruction.

(f) If you have missed any payments you owe to us or provided unauthorised payment or other details we can suspend provision of the Service and/or provision of the satellite television magazine (if applicable) to you, without giving you notice. This does not affect our right to end this Contract under Condition 11 below.

(g) You acknowledge that any payments you make to Sky and any credits on your account will be applied to the full set of Sky services you receive and may be applied against any amounts you owe us for any Sky service.

(h) If you miss any payments you owe to us including for any Sky service we may charge you a reasonable fee, or interest at the yearly equivalent of 4% over Barclays Bank plc's base rate for the whole period of any late payment, to compensate us for you breaking these Conditions. Any interest is worked out daily. We may also charge you a reasonable fee for handling any payment instruction that is cancelled, returned to us because you do not have enough funds in your account or is not cleared by your bank. Details of these fees can be found on sky.com/latepaymentfee. These fees will not be applied to any amount you have not paid because it is the subject of an ongoing dispute between us.

You will be responsible for paying all reasonable debt recovery fees/charges incurred in recovering your debt, including fees charged by any debt collection company we use.

We will send you a reminder or call you before applying any late payment fees or instructing a debt collection company.

3. Channels, Programming and Magazine

(a) We can replace or withdraw advertised or other programmes. We can change or reduce the number of hours of any Channel's broadcast. We may encrypt or unencrypt any Channel.

(b) We can vary or withdraw any Channel or Additional TV Service. We can vary or withdraw your Option. We will give you at least 31 days notice if, as a result of any such change, your Subscription Payment will change. For example:

(i) If we withdraw any Sky Premium Channel or Stand-alone Premium Channel (either altogether or as part of your chosen Option), you will only have to pay the prevailing Subscription Payment for the Service you are actually receiving after we do so;
(ii) If we withdraw any Channels from your chosen Basic Pack then, until the end of your Minimum term, if you request, you can keep the same Channels at no extra charge (other than price increases under Conditions 2(c) or 2(d)(ii)), except for Channels no longer offered by Sky, or where the owner of any Channel will not agree that you can receive it in this way;
(iii) If we vary your chosen Basic Pack you can move to another Option (in which case we will confirm to you how your Subscription Payment will change).
(iv) If we withdraw your chosen Option (other than by withdrawing a Sky Premium Channel, for which see (i) above), we will move you onto the nearest equivalent Option. If this happens during the Minimum Term, your Subscription Payment will not increase before the end of the Minimum Term (other than price increases under Conditions 2(c) or 2(d)). However, if you choose to move to a different Option we will confirm to you how your Subscription Payment will change.

(c) Many Channels that we provide are supplied by other broadcasters. Their availability, and the availability of programmes on such Channels, are outside our control.
(d) We may supply premium bonus, other additional Channels or Additional TV Services with your Option which you will not have to pay extra for. We can withdraw or change these Channels or Additional TV Services without giving you notice. We can also change any premium bonus, additional Channels or Additional TV Services you are receiving into a Channel or service that you must pay for if you want to continue to receive it. If we do the latter in respect of a premium bonus channel during your Minimum Term you will continue receiving that Channel without payment until the end of your Minimum Term. If we introduce a charge for any additional Channel or Additional TV Services, we will tell you what charge will apply if you wish to continue to receive that Channel.

(e) Additional TV Services supplied to you may differ from that supplied to other viewers.

(f) We may supply a satellite television magazine from time to time. If we do you can elect not to receive the magazine by calling SSSL or via MySky and Sky can stop providing the magazine at any time without notice. The magazine may be supplied to you in a paper format or online or digital version.

(g) This Contract does not authorise you to receive any pay-per-view or HD services of any kind.

(h) You will not use the Service or any part of it other than to view the Channels in private for non-commercial purposes at your Address.

(i) In order to download content using On Demand you currently need a compatible Sky HD box, a Sky subscription (which is subject to the Sky Subscription Terms and Conditions which will be supplied to you separately if you choose to take the service) and a residential broadband service. Unless we tell you otherwise, downloading content will count towards any broadband usage limits that apply to your broadband service. If your broadband service is provided by a third party we are not responsible for it and you should contact your provider if you experience problems with it.

4. Extra Premium Channels

We may offer you extra Sky Premium Channels or Stand-alone Premium Channels. If we offer you these extra channels and you decide to take them, they will be included in the Service. We will confirm to you what charges apply to these Channels and how your Subscription Payment will change. The limits described in Condition 2(c) do not apply to any increase in your Subscription Payment for any reason listed in this Condition 4.

5. The Viewing Card

(a) The Viewing Card acts as a key so that you can unlock (unencrypt) encrypted digital satellite services (such as the Service). Having a Viewing Card does not mean you have a right to receive the Service. You are only entitled to one Viewing Card per Sky digital Subscription.

(b) SSSL continues to own the Viewing Card after it is sent to you and, if SSSL asks you to, you must return it after this Contract ends or when a replacement is sent to you.

(c) Only you may use the Viewing Card which SSSL sends you. You can only use the Viewing Card at your Address with the Box for which it is first authorised by SSSL to receive encrypted digital satellite services. You must only use it for private viewing purposes. You must not use it for any commercial or business purpose or in any premises other than your Address.

(d) The Viewing Card must not be used outside the country (either UK or Republic of Ireland) it was supplied for use in.

(e) The details you give us (including your name and address) must be accurate, true and correct and kept up-to-date at all times. Any change of your Address must be notified to SSSL immediately.

(f) If you give your Viewing Card to anyone else SSSL can make it invalid.

(g) You must not tamper with the Viewing Card or use it for anything we or SSSL do not authorise.

(h) In order to continue to receive encrypted digital satellite services without interruption, the Viewing Card must be kept in your Box at all times and you will need to keep the Box connected to a mains supply and suitable satellite dish and in standby mode while not in use. The software in your Box is owned by, or licensed to, Sky or another member of the Sky group. You must allow SSSL to update the software in your Box by sending signals via satellite to your Box. You must not tamper with the software in the Box or authorise anybody else to do so.

(i) As part of the proper administration of the digital satellite platform, SSSL shall be entitled to disclose your name, Address, the services you receive via the Viewing Card and its number to Viewing Card manufacturers and providers of digital satellite services for which your Viewing Card is enabled.

(j) If your Box is connected to a telephone line or to the internet, information may be passed from it to SSSL and vice versa.

6. How long is the Card valid for

(a) For security reasons Viewing Cards will be replaced from time to time. If you are still subscribing to the Service under this Contract, SSSL will try to send you a new Viewing Card before the old one becomes invalid. Viewing card replacements will be advertised on your television screen, in the satellite television magazine or in writing. If you are no longer subscribing to the Service, you will not be entitled to a replacement Viewing Card under these Conditions.

(b) SSSL may make the Viewing Card invalid if it is necessary to protect the security of Sky’s conditional access system or if it believes you are using the Viewing Card in ways which are not authorised, or where it is otherwise reasonable to do so (such as fraud).
7. **Lost, stolen or malfunctioning Viewing Cards**
   (a) If your Viewing Card is lost, stolen, damaged or faulty you must tell SSSL immediately either by telephone (03442 41 41 41 if you live in the UK or 0818 719 819 if you live in the Republic of Ireland) or by writing to: SSSL, PO Box 43, Livingston, West Lothian EH54 7DD UK.
   (b) If your Viewing Card is damaged or faulty and you return it, SSSL will replace it free of charge if it had a defect when it was supplied to you. If the card is faulty or damaged in any other way or you do not return the faulty Viewing Card, or if it is lost or stolen, SSSL can charge you the cost of replacing it. SSSL will make invalid any Viewing Card that you tell it does not work and is replaced, or is lost or stolen.

8. **Liability**
   Sky and SSSL will not be liable under these Conditions for:
   (a) any fault in a Box or other receiving equipment you use, which are supplied under a separate contract;
   (b) any fault in your Viewing Card caused by you tampering with it, your negligence or your failure to follow our instructions, or these Conditions;
   (c) use of a Viewing Card with any decoding apparatus we do not authorise; (d) the act of ending this Contract in accordance with Condition 11;
   (e) any delay or failure by us to provide the Service (or any part of it) or failure to provide the satellite television magazine (if applicable) caused by events outside our or their reasonable control. Matters outside our reasonable control include (but are not limited to) severe weather conditions, epidemic, civil disorder, terrorist activity, war and government action.
   (f) any loss or damage caused by us, SSSL or any of our respective officers, employees or agents in circumstances where:
      (i) there is no breach of a contractual obligation or legal duty of care owed to you by us, SSSL or by any of our employees or agents; or
      (ii) such loss or damage is not a reasonably foreseeable result of any such breach.
   (g) any loss or damage caused by us, SSSL or any of our respective employees or agents to the extent that such loss or damage results from any breach by you of these Conditions. Where SSSL is acting as agent for Sky, SSSL has no liability to you.
   This Condition shall not affect any liability we may have to you for death or personal injury as a result of our, SSSL’s or Sky’s negligence, or for fraudulent misrepresentation.

9. **Copying and Copyright**
   (a) You must not do (or allow to be done) any of the following:
      (i) copy (except as permitted under the Copyright Designs and Patents Act 1988 (“Act”), as amended from time to time), redistribute or relay any of the Channels or any Additional TV Services or any part of them, or otherwise deal with the Channels or any Additional TV Services or any part of them other than as permitted by the Act. The exceptions in the Act are limited and you must make sure that you are legally entitled to rely on one of them; or
      (ii) sell or make any charge for watching any Channel or any Additional TV Service or programme; or
      (iii) show any Channel or any Additional TV Service to the public, even if no charge is made.
   (b) We may disable or alter remotely certain functions of your Box so as to prevent you from copying the Channels or any Additional TV Services and we may prevent you receiving the Service if your Box allows copying of any Channels or any Additional TV Services which we are bound by contract to prevent.
   (c) You agree that you will not, and you will not allow anyone else to:
      (i) tamper with or modify the signal of any Channels broadcast to or Additional TV Services made available on your Box; or
      (ii) alter, cover, modify or remove any graphics, logos or other on screen text or images appearing on any broadcast, download or stream of a programme or event on any Channel or Additional TV Service.

10. **Changing the Conditions**
    (a) Sky and SSSL may not change or add to Conditions 2(c) or (d), Condition 3(d), Condition 8 or this Condition 10 except for security, legal or regulatory reasons.
    (b) We may change any other Conditions provided that if you reasonably consider that you would be materially disadvantaged by this you may end this Contract under Condition 11(a), even if you are within your Minimum Term.
    (c) Unless the change is required to be made immediately for valid legal or regulatory reasons in which case we will notify you as soon as reasonably possible, you will receive at least 31 days notice of any changes to these Conditions. This right will not be used to change the terms of any special offer which applies to you and you have accepted during the term of the offer.

11. **How long your Contract lasts**
    Unless Conditions 11(a) or (b) apply, you must subscribe to the Service for at least the Minimum Term. The Contract will continue after this time unless it is ended according to the Conditions below. Conditions 5, 6 and 7 will continue to apply after this Contract ends until you return your Viewing Card to SSSL.
You may end this Contract at any time including the Minimum Term by giving us 7 days notice within 21 days of receiving notice from us if:

(i) we or SSSL tell you we are going to change these Conditions under Condition 10(b) and you reasonably consider that you would be materially disadvantaged by this; or

(ii) we withdraw any Sky Premium Channel, Stand-alone Premium Channel or premium bonus channel you are receiving; or

(iii) you reasonably consider that you would be materially disadvantaged by any reduction in the number of Channels within, or the level of service of, your chosen Basic Pack.

You may end this Contract by giving us seven days’ notice at any time (including during the Minimum Term) if we or SSSL break any of the Conditions. If you want to end the Contract for any other reason you may do so at the end of or after the Minimum Term, by giving us at least 31 days notice at any time.

(b) If you break any of the Conditions, or you or anyone you authorise to deal with us on your behalf acts in a way towards our staff or agents which we reasonably consider to be inappropriate, or if we have reasonable grounds to suspect fraud or any other unauthorised activity, we can immediately suspend provision of all or part of the Service and/or provision of the satellite television magazine (if applicable), and/or end this Contract by giving you seven days’ notice at any time (including during the Minimum Term).

(c) Except where Condition 11(b) applies, we will not end this Contract during the Minimum Term. We may end this Contract after the Minimum Term by giving you 31 days notice.

(d) We will not refund any Subscription Payments or other payments made under this Contract if we end this Contract because you have broken the Conditions. If during the Minimum Term we end this Contract in accordance with Condition 11(b), you will have to pay us an early termination charge. The early termination charge shall not be any more than the charges you would have paid if you had subscribed to our cheapest available Option for the remainder of your Minimum Term less any costs we save, including the cost of no longer providing you with the Service. We may charge your early termination charge directly to any of the credit or debit cards which you have provided us with details of, e.g. when you paid for your Box or installation, and by accepting the terms of this Contract, you authorise us to do so. We will give you reasonable notice before making the charge. For more information about these charges go to sky.com/earlytermination

12. Right to transfer the Contract and Third Parties
(a) We can transfer our rights or obligations under this Contract to any company, firm or person provided this does not affect your rights under this Contract in a negative way.

(b) This Contract is personal to you. You may not transfer your rights or obligations under this Contract to anyone else, and no third party is entitled to benefit under this Contract except pursuant to Condition 12(a).

13. Notices
(a) Where we are required under this Contract to give you notice it must be in writing. We will send notices using any of the contact details we hold for this purpose (including, unless you tell us otherwise, to the primary email address we hold for you). If we send you any notice with any other document, such as the satellite television magazine, the notice will be clearly marked and, if sent by post, will be on a separate sheet of paper.

(b) You must provide us with accurate, true and correct contact details. You must keep this information up-to-date and check the primary email account we hold for you regularly.

(c) Any notice you give us to end this Contract where you have a right to do so (other than where you are exercising your right to cancel during your cooling-off period for which see “Your Rights to Cancel Your Order” section below) must be given by phone 03442 41 44 14 or by using our webchat service on Sky.com. Notice given by these means will be processed immediately. You can also write to us (Sky Subscribers Services Limited, PO Box 43, Livingston, West Lothian, EH54 7DD) or e-mail us via your My Sky account on http://contactus.sky.com. Notice given by these means will not be effective until we have spoken to you and verified your account. We will acknowledge written requests by return letter or email and will contact you by phone to verify you as the account holder and process your cancellation. More information on how to cancel can be found at: http://help.sky.com/my-account/billing-and-subscription/remove-a-package-or-cancel-your-subscription.

14. Law and geographical limits
(a) This Contract is governed by English law, unless you live in Scotland or the Republic of Ireland in which case it will be governed by Scots law or ROI law (as applicable). If your Address is in the UK, any disputes can be dealt with by any UK court that can lawfully deal with the case. If your Address is in the Republic of Ireland, any disputes can be dealt with by the courts in England and Wales or in the Republic of Ireland.

(b) This Contract only applies if your Address is in either the UK or Republic of Ireland. If you move home from the UK to the Republic of Ireland or vice versa then you will need to enter into a new Sky digital Subscription Contract for the country you are moving to. Your Subscription Payment and the channel line up available to you may change as a result of such move.
SKY MULTISCREEN SUBSCRIPTION

1. Under these Conditions you can take out one or more extra subscriptions ("Sky Multiscreen Subscriptions") to the Service you receive under your first Sky digital Subscription Contract. You cannot select a different Service for your Sky Multiscreen Subscription(s). Any terms used and not defined here have the same meaning as given in your Sky digital Subscription Contract. "Conditions" means these conditions of your Sky Multiscreen Subscription.

2. To take out a Sky Multiscreen Subscription you must have a current Sky digital Subscription Contract that is, or was, subject to a 12 month Minimum Term, be aged 18 years of age or over and resident in the UK or Republic of Ireland.

3. The Sky Multiscreen Subscription charges we have notified to you will be collected automatically in advance each month by Direct Debit or credit card with your monthly Subscription Payment. We can alter your Subscription Payment Direct Debit or credit card instruction for this purpose.

4. In addition to the rights we have in Condition 5 below to increase your Sky Multiscreen Subscription, we can increase the price of Sky Multiscreen Subscriptions by giving you at least 31 days notice.
   In the first 12 months of any Sky Multiscreen Subscription:
   (a) we will do this only once;
   (b) the price increase will not affect you during the first 60 days of the Sky Multiscreen Subscription in question; and
   (c) the price increase will not be more than (i) 10%, or (ii) the increase in the UK Retail Price Index over the 12 months before we tell you about that price increase, whichever is the greater.

5. We may also increase your Sky Multiscreen Subscription:
   (a) if required by law or if any regulatory authority requests or requires a change to any aspect of our pricing which affects your Sky Multiscreen Subscription payments directly or our pricing structure generally; if this happens we will try to give you as much reasonable notice as possible; or
   (b) if you break these Conditions and we exercise our rights under Condition 8(b) below.
   The limits in Conditions 4(a)-(c) do not apply if we increase your Sky Multiscreen Subscription for a reason set out in this Condition 5.

6. Each Sky Multiscreen Subscription must only be viewed at the same Address as your first subscription. At all times while any Sky Multiscreen Subscription is in place:
   (a) the Box used to receive the Service under your first subscription and the Box(es) used to receive your Multiscreen subscription(s) must at all times be connected to any residential broadband service you receive, provided the Box can be connected and we have supplied the equipment necessary to establish the connection;
   (b) if your Boxes are connected to your broadband router (or to a fixed and operational telephone line) you must allow us to collect information through the connection, including Box location information;
   (c) the Viewing Card must be kept in your Box; and
   (d) the Box must be connected to a mains supply.
   You must give Sky or Sky In-Home Service Limited reasonable access to inspect the Boxes at your Address to check that any Box used to receive a Multiscreen subscription is located at the same address as the Box used to receive services under your first Sky digital subscription.
   Unless we tell you otherwise, the number of Boxes that Sky can install to receive subscriptions at your Address via one minidish is restricted to a maximum of eight Standard Sky boxes or four Sky+/Sky+HD boxes or combinations of these (e.g. four Standard Sky boxes and two Sky+/Sky+HD boxes). SSSL will provide an additional Viewing Card for each Sky Multiscreen Subscription you take out unless the Box to be used is already equipped with one.

7. Your first Sky digital Subscription Contract must stay in force at all times during your Sky Multiscreen Subscription(s). If your first Sky digital Subscription Contract ends for any reason then this Contract for your Sky Multiscreen Subscription(s) will automatically end at the same time. Condition 10 below will still apply.

8. If you break any of these Conditions other than the requirement to keep your first Sky digital Subscription Contract in force at all times during your Sky Multiscreen Subscription(s), If your first Sky digital Subscription Contract ends for any reason then this Contract for your Sky Multiscreen Subscription(s) will automatically end at the same time. Condition 10 below will still apply.

9. If we break these Conditions then you can end all or any of your Sky Multiscreen Subscription(s) by giving us at least seven days’ notice. Either of us can end each of your Sky Multiscreen Subscription(s) after the first 12 months of that Sky Multiscreen Subscription by giving the other 31 days notice.
10. Each Sky Multiscreen Subscription must stay in force for at least 12 months from the date the relevant Box is first activated to receive the Sky Multiscreen Service ("Minimum Term") unless you or we are entitled to end it early. You will have to pay us an early termination charge if we end any of your Sky Multiscreen Subscriptions or they automatically end before the end of the relevant Minimum Term, unless the Sky Multiscreen Subscription ends because you have ended your Sky digital subscription during or after its minimum term:
   (a) for one of the reasons set out in Condition 11(a)(i) - (iv) of your Sky digital Subscription Contract; or
   (b) because we have broken any of the Conditions of your Sky digital Subscription Contract.

   The early termination charge under this Contract shall not be more than the charges you would have paid for your Sky Multiscreen Subscription(s) for the remainder of the relevant Minimum Term less any costs we save, including the cost of no longer providing you with the Service. We may charge your early termination charge directly to any of the debit or credit cards which you have provided us with details of (e.g. when you paid for your Box(es) or installation), and by accepting the terms of this Contract you authorise us to do so.

   We will give you reasonable notice before making any charges. For more information about these charges go to sky.com/earlytermination.

11. In so far as they are relevant, the terms of the Sky digital Subscription Contract apply to each Sky Multiscreen Subscription, as varied by these Conditions.

**SKY STORE & SKY BOX OFFICE TERMS AND CONDITIONS**

These are the Terms and Conditions that you must keep to if you want to purchase Events offered by Sky on a pay-per-view or rental basis on Sky Box Office (SBO) or Sky Store (including Sky Movies Store). SSSL will provide customer services in relation to Events as agent for Sky. Any terms used and not defined will have the same meaning as given in your Sky digital Subscription Contract.

1. **Definitions**

   **Conditions:** these conditions and any changes we may make to them.
   
   **Contract:** this contract between you and us, of which the Conditions form part, authorising you to receive Events
   
   **Event:** each television programme or event offered to you by Sky on a pay-per-view or rental basis within the service known as Sky Box Office or Sky Store (but not the Sky Box Office or Sky Store service on Sky Go which is subject to different terms).
   
   **Payment:** the amount you must pay us for each Event that you order.

   **Sky digital Subscription Contract:** the Contract you have with Sky enabling you to receive the Service.

2. **Events**

   (a) To purchase any Event, you must be a current subscriber under a Sky digital Subscription Contract. Subject to these Conditions we will supply to you any Event that you order and you are permitted to receive via your Box.
   
   (b) If you purchase any Event by calling us by telephone (for which an administration charge may apply where this method of purchase is offered), then you will be charged in full for that Event even if you don’t tune into it for any length of time unless you cancel your purchase of that Event before the start time of that Event (if you wish to cancel your purchase please call us using the same telephone number you used to place your order).
   
   (c) If you purchase any Event automatically using your Box’s remote control and you tune into it for any length of time (however short), you will be charged in full for that Event. However, if you do not tune into the relevant channel at any point during the showing of that Event or access the recording or download of the Event, then you will not be charged for it.
   
   (d) We can cancel or withdraw any Event at any time. If we do we shall try to advertise the cancellation or withdrawal on your television screen and you will not be liable to pay for it. If an Event is made up of a number of events (e.g. a number of football matches), we can change the event pack. We may change the time at which any Event is shown, and if so we will advertise the changed time on your television screen.

3. **Payment**

   (a) We will tell you in advance what the Payment will be for any Event. We will calculate each month and tell you what Payments you owe us for Events that you have ordered. Payments will be payable by you in the same way as you have chosen to pay your Subscription Payments under your Sky digital Subscription Contract and you will allow us to charge Payments under the Subscription Payment Direct Debit/credit card instruction that you have given to us.
   
   (b) We may from time to time assess your credit standing using credit scoring, and may use information from, and supply information to, outside agencies for this. We will apply reasonable practices for administering your account based on the result of that scoring.
(c) If your address is in the Republic of Ireland, a different charge for any Event may be payable by you in Euros. If we do not quote a different price for such Events you shall pay us the equivalent price in Euros. All prices include VAT (or equivalent) where applicable.

4. Viewing Card
(a) Your Viewing Card will be enabled for each Event for which we have accepted your order, unless you cancel under Condition 2 (b) or 2 (c) above, or Conditions 2(f) or 6(b) of the Sky digital Subscription Contract apply.
(b) All of your obligations relating to the Viewing Card set out in your Sky digital Subscription Contract apply in respect of use of the Viewing Card to receive any Event.

5. Liability, Copying and Copyright
(a) We will not be liable under this Contract for any Event because of our failure to provide the Event for reasons outside our reasonable control or because of anything for which we have excluded liability under Condition 8 of the Sky digital Subscription Contract.
(b) You must not do (or allow to be done) any of the following in respect of any Event:
   (i) copy, redistribute or relay any of the Events;
   (ii) sell or make any charge for watching any Event;
   (iii) show any Event to the public even if no charge is made.
   (iv) tamper with or modify the signal of any Event made available on your Box;
   (iv) alter, cover, modify or remove any graphics, logos or other on screen text or images appearing on any broadcast, download or stream of an Event.
(c) We may prevent the copying (for example by video) of any Event. This may be by including signals in the broadcast of an Event which prevent copying of that Event. We may also disable or alter remotely certain functions of your Box so as to prevent you from copying any Event and we may prevent you receiving Events if your decoder allows copying of Events.

6. Changing these Conditions and Termination
We may not change or add to these Conditions for any Event after you have ordered it. If we wish to change the Conditions for future Events, we will tell you, for example by publishing new Conditions in the satellite television magazine, via your on-screen Sky Guide or by a separate notice. We may refuse your order for any Event in our reasonable discretion. We may also (after we have accepted it) terminate this Contract if at any time:
   (i) you have not made any payment which is due to us;
   (ii) you have broken any of these Conditions in relation to any Event;
   (iii) you have broken any of the Conditions of your Sky digital Subscription Contract.

7. Miscellaneous
These Conditions only apply if you live in the UK or Republic of Ireland. Condition 8 (Liability), Condition 12 (Transfer), Condition 13 (Notices) and Condition 14 (Law) of the Sky digital Subscription Contract shall apply to this Contract to the extent that they are not inconsistent with these Conditions. These terms do not apply to commercial subscribers. Certain Events may only be available to certain categories of subscriber (for example, subscribers to certain Options) or only to subscribers in certain areas. We will make this clear when the relevant Event is offered. There are time limits on how long you can retain and view any recorded Event. Details of these time limits are provided to you at the time of purchase or will be displayed on your Sky Planner. Stopping, pausing or re-starting content will not extend the time limits for viewing that content. Once the relevant time limits have expired, the content will be automatically deleted.
ADULT NIGHTLY

Subscribers who wish to purchase programming offered by Sky on a pay-per-night basis on Adult Nightly services do so on these Adult Nightly terms and conditions. These Adult Nightly terms and conditions shall be the same as those for Sky Box Office except that:

- all references to Sky Box Office shall be read as references to the relevant Adult Nightly service;
- all references to Events shall be read as references to Programming Nights, being each television programme or event offered by Sky on the relevant Adult Nightly service on a pay-per-night basis; and
- the programming for any Programming Night may change from that advertised.

INTERACTIVE DISCOUNT CONTRACT

This is your Interactive Discount Contract (the “Contract”). It explains the conditions you must keep to if you wish to take advantage of the Interactive Discount to obtain your Digital Satellite System under Sky’s “Free Sky box and minidish offer”. Reference to “we” or “us” in this Contract shall be read as reference to Sky In-Home Service Limited, a company within the Sky group.

You can contact us at PO Box 1812, Livingston, West Lothian EH54 7YJ.

1. Definitions

In these Conditions:

- "Address" the address of your home in the Territory where your Digital Satellite System will be installed and used.
- "Authorised Installer" an installer who we agree has been authorised to install your Digital Satellite System.
- "Box" an authorised digital satellite decoder including remote control but not including any associated equipment (such as the Minidish).
- "Conditions" the conditions in this Contract and any changes we may make to them.
- "Digital Satellite System" comprises a Box and a Minidish.
- "Interactive Discount" an amount paid by us to assist you to obtain your Digital Satellite System.
- "Interactive Services" services provided to you through your Box activating the telephone line to which it is connected, including electronic cash card products and services.
- "Minidish" the dish enabling reception of digital satellite broadcasts.
- "Minimum Term" the 12 month period commencing on the date of installation of the Digital Satellite System at your Address.
- "Subscription television services" digital television services which you subscribe to and pay to receive.
- "Territory" the United Kingdom of Great Britain and Northern Ireland, the Isle of Man and the Channel Islands.
- "Viewing Card" the card which, when used with your Box, will allow you to receive encrypted digital satellite television transmissions and facilitate access to Interactive Services.

2. Interactive Discount

(a) We will pay the Interactive Discount provided that you keep to the Conditions of this Contract.

(b) You agree that, where we request this, at all times from installation to the end of the Minimum Term, your Box will be fully and effectively connected to a Minidish and to a fixed and operational telephone line in the Territory which is capable of making outgoing calls. In this case if, before the end of the Minimum Term, you disconnect your Box from your telephone line and fail to reconnect it after being notified by us that you need to do so, you must reimburse us for an amount equal to the Interactive Discount we paid for the free supply of your Digital Satellite System. This amount shall not exceed £25. If you become liable to pay this amount, we shall notify you.
(c) You must inform us in writing of any change of your Address during the term of the Contract. We may seek confirmation of your Address from appropriate third parties, and you authorise us to obtain such confirmation wherever we consider it necessary to enforce this contract or prevent fraud.

(d) During the Minimum Term we may verify that your Box is connected if required by Condition 2(b) above by obtaining access to the data sent by your Box and you agree to supply to us, or allow us to access, any such data for that purpose.

(e) The Interactive Discount is for Boxes installed and used for home use only and not for Boxes installed or used in commercial or business premises or for any commercial use or application. You confirm that your Address is not one of these types of premises and that it, and your Digital Satellite System, will not be used for any commercial or business purpose. You agree that, if you subsequently use the Digital Satellite System in one of these types of premises, you will be in breach of these Conditions.

(f) You agree to have the Digital Satellite System installed by an Authorised Installer as soon as is reasonably practical after signing this Contract.

(g) You are only entitled to one Interactive Discount per household.

(h) You agree that at all times during the Minimum Term you must have a valid Viewing Card placed in your Box if you receive one.

3. Our Liability
This Contract deals with the provision of the Interactive Discount only. You obtain the Digital Satellite System under separate conditions (see “Free Sky box and minidish offer” terms and conditions). The Digital Satellite System and any products and services received through it are not provided by us. Accordingly, we do not accept any responsibility for the manufacture or operation of the Box or Minidish, or for the availability or content of any product or services supplied to you through or by virtue of this equipment.

4. Age
(a) You must be at least 18 years of age at the date of agreeing to this Contract.
(b) We may seek confirmation of your age from appropriate parties, including your bank, and you authorise us to obtain such confirmation.

5. Termination of Contract
(a) This Contract will stay in force for at least the Minimum Term unless you or we breach any of the Conditions.
(b) If you breach any of the Conditions of this Contract, we can terminate the Contract at any time by giving you at least seven days’ notice. If we breach any of the Conditions of this Contract, you can terminate the Contract at any time by giving us at least seven days’ notice.
(c) We may terminate this Contract, at the end of the Minimum Term or after, by giving you at least 31 days notice.

6. Right to transfer the Contract
We reserve the right to transfer our rights or obligations under this Contract to any company, firm or person(s) provided this does not affect your rights under this Contract in a negative way. You may not transfer your rights or obligations under this Contract to anyone else except with our prior written consent.

7. Notices
(a) Where we are required under this Contract to give you notice it must be in writing. We will send notices using any of the contact details we hold for this purpose (including, unless you tell us otherwise, to the primary email address we hold for you). If we send you any notice by post with any other document, such as the satellite television magazine, the notice will be clearly marked and, if sent by post, will be on a separate sheet of paper.
(b) You must provide us with accurate, true and correct contact details. You must keep this information up-to-date and check the primary email account we hold for you regularly.

8. Law
This Contract is governed by English Law unless you live in Scotland, in which case it will be governed by Scots Law. Any dispute will be dealt with by the courts of England and Wales or any other court in the Territory that can lawfully deal with it.
FREE SKY BOX AND MINIDISH OFFER

If you are not subscribing to Sky digital, we will supply a free Digital Satellite System (Box, Minidish and remote control) provided that you pay for installation (if applicable - see below for the costs of this) and enter into the Interactive Discount Contract. Under this offer you agree to have your Digital Satellite System installed in your home in the UK, Isle of Man or Channel Islands by an authorised installer. You also agree to keep your telephone line (which must be fixed and operational) connected to your Box, and a viewing card in the Box (if you receive one), at all times during the first 12 months following installation.

If you disconnect your telephone line from your Sky Box and fail to reconnect it after being notified by us that you need to do so, you must reimburse us for our costs of providing your Digital Satellite System which shall not exceed £80.

Offer is limited to one per household. The offer is not open to anyone who has previously signed an Interactive Discount Contract and/or whose household has previously benefited from one. On installation the Digital Satellite System will become your property, except for the software in your Box, which is owned by or licensed to us or another member of the Sky group. You must allow SSSL to update this software by sending signals via satellite to your Box.

Sky will select the make and model of the equipment to be supplied to you under this offer at its discretion. If you live in a property with a communal satellite system, you will not receive a Minidish.

INSTALLATION

Our standard installation price is currently £120. An additional installation charge will be payable by you to your installer if your installation is not standard (see installation terms below for more details). Further installation terms and conditions are set out below.

Timing for supply of equipment and installation may be subject to availability delay. Unless specifically stated, these offers may not be taken up in conjunction with any other offer(s). Offers and terms do not apply outside the UK, Isle of Man and the Channel Islands, nor to pubs, clubs, offices, retail or other commercial premises.

These offers are made by Sky In-Home Service Limited, a member of the Sky group.

INSTALLATION TERMS AND CONDITIONS

These are the terms and conditions under which we will install Digital Satellite Equipment at your Address. We are Sky In-Home Service Limited, a company within the Sky group. References below to “Sky”, “we” or “us” shall be read as references to Sky In-Home Service Limited.

You can call us in relation to this Contract on 03442 41 44 14.

1. Definitions

In this Contract:

Address: the address of your home in the UK, Isle of Man and the Channel Islands, where the Digital Satellite Equipment is to be installed.

Box: an authorised digital satellite decoder including remote control but not including any associated equipment (such as the Minidish).

Digital Satellite Equipment: digital satellite receiving equipment including Box(es) and Minidish that we will deliver and install for you at your Address. Please note, if you live in a property with a communal satellite system, we will not deliver and install a Minidish, but we will connect your Box(es) to the communal satellite system.

Minidish: the dish enabling reception of digital satellite broadcasts.

2. Access to Property

(a) We will organise a day for installation which is convenient to both of us, subject to the availability to us of the necessary Digital Satellite Equipment.

(b) You must ensure that we are able to access your Address on the appointed day to deliver and install your Digital Satellite Equipment.
3. **Consents and Permissions**
The installation of your Digital Satellite Equipment may require the agreement or consent of someone else, for example your landlord or the local council or authority. You are responsible for ensuring that all these agreements and consents have been obtained before we install your Digital Satellite Equipment.

4. **Additional Works**

   (a) A “standard installation” assumes that no additional cabling, bracketry or other equipment is required or any works which are beyond the scope usual in a normal installation. An installation may not be standard where, for example, your Minidish needs to be sited above two storey, or more than 20 metres away from your Box. A ‘standard’ installation further assumes that if you already have satellite equipment, your existing cabling will be used in the connection of the Digital Satellite Equipment.

   (b) If the installation of your Digital Satellite Equipment is not standard you will be charged a reasonable sum for any additional equipment or works that are required. We will advise you about these charges before we install the Digital Satellite Equipment, which may need to be re-arranged for another time. Alternatively, if you do not agree to those charges, you may cancel your installation, and Sky or its retail agent will repay anything you have already paid for it.

   (c) If you already have satellite equipment installed at your Address, then some of this equipment may be used for the installation and use of your Digital Satellite Equipment. Where any existing equipment needs to be upgraded or replaced this will be carried out as part of the installation. Unless you tell us otherwise, for example because you do not own the equipment, the installer will take away any equipment that has been replaced.

   (d) If you already have satellite equipment and you wish to continue using it and/or have it relocated at your Address, you must tell us at least 24 hours prior to the installation, and in that case a separate installation charge may be payable by you. If so, we will advise you of the amount of this charge, which must be paid before the day of installation of your Digital Satellite Equipment. Please call 03442 41 44 14 for further details and full installation options.

   (e) If you have taken a Sky Box with a Sky Multiscreen subscription(s), then as part of the installation you must allow us to connect your Box(es) to any residential broadband service you receive, provided we supply the equipment necessary to establish the connection(s).

**SKY BOX AND MINIDISH WARRANTY**

The Digital Satellite Equipment comes with a warranty against faults arising in the first 12 months after installation. The 12 month warranty also covers cabling and/or installation faults. The following are not covered by the warranty: faults arising from misuse, accidental or deliberate damage, damage arising from use of equipment that is not supplied by or on behalf of Sky with the Digital Satellite Equipment, cosmetic damage which does not affect the functionality of the Digital Satellite Equipment or damage caused by events outside the reasonable control of Sky or its equipment suppliers. To report a fault, please call Sky on 03448 222 002. If a reported fault cannot be remedied by one of our engineers during a visit to your home, then Sky will replace the faulty Box or Minidish, or the faulty component of it. Any replacement equipment will be new or ‘as new’ (previously used equipment that has been refurbished by the manufacturer or its authorised agent). Sky will warrant any repair or replacement until the later of the end of the original 12 month warranty period or 3 months from the date it was carried out. This warranty is provided by Sky In-Home Service Limited, only applies to equipment ordered from Sky (or a retailer acting as Sky’s agent), and does not apply outside the UK, Isle of Man and the Channel Islands. If you live in a property with a communal satellite system, this warranty does not cover that system. It does not affect your statutory rights. If you require any advice on your legal rights you can refer to [www.adviceguide.org.uk](http://www.adviceguide.org.uk).
YOUR RIGHTS TO CANCEL YOUR ORDER

Notice of your statutory right to cancel in your cooling off period:

Please note:
Please refer to your Subscription Contract for information about when and how you can end your Contract once your cooling off period has ended.

Cancellation period: You have the right to cancel your order for a Sky box and minidish, related subscription or other product (e.g. remote control, tvLINK) without giving any reason any time up to 14 days (“cooling off period”) from the later of: (i) delivery; (ii) installation; or (iii) receipt of the relevant terms and conditions for that product/service.

Please note:
• For Sky Box Office events/movies ordered by phone or online via sky.com you cannot cancel your order once your event or movie starts.
• For Sky Box Office events/movies and Sky Store rentals ordered using your Sky remote control you cannot cancel your order once you have started watching the event, movie or rental.
• If you have only ordered subscription(s) from us you can cancel your order for them at any time before the Viewing Card is used to receive the relevant subscription service.
Sky may offer an enhanced cooling off period from time to time which we will advise you of at the time of your purchase.

How to cancel: Any cancellation within this timeframe must be in accordance with this notice. You can cancel your Sky order by:
(i) calling 03442 41 44 14;
(ii) writing to Sky Subscribers Services Limited, PO Box 43, Livingston, West Lothian EH54 7DD; or
(iii) visiting the “Contact Us” section at sky.com and completing the online cancellation form.
You must give your name, customer account number, address, post code, telephone number and, where available, your e-mail address in order to cancel your order. If you cancel in writing we will send you an acknowledgement of receipt by e-mail, or letter if we do not have an e-mail address for you.

Effects of cancellation: If you cancel a contract during your cooling off period we will refund to you all payments received from you, including the costs of delivery of any equipment you ordered e.g. box, remote control, TVlink (“Equipment”), but if you requested a service to begin during the cooling off period, you must pay us an amount which is proportionate to the service provided up to the point you cancelled your order, including for any Sky Box Office or Sky Store purchases. You will not receive a refund for any one-off fees for activation or set up services if you cancel a service after activation. If you cancel Equipment we will automatically cancel any related subscription unless you tell us otherwise. Cancellation of orders for other products will not affect your Sky digital subscription.

Return of Equipment: If you cancel a contract you are responsible for returning the Equipment provided under that contract without undue delay using the returns method provided with the Equipment. You are responsible for the costs of returning the Equipment you have ordered and Sky may charge you our direct returns costs. Sky can offset any returns costs against any money that it owes to you for any reason. You must keep any Equipment that has been delivered to you safe until it is returned. We may make a deduction for any loss in value as a result of unnecessary handling by you.

Discounts: If you have received any discounted Equipment and/or set-up services, and during your cooling off period you cancel any conditional contract but wish to keep your Equipment, you will no longer be eligible for that discount and will be required to pay Sky the difference between the discounted price and the full standard price for the Equipment and/or set-up services.

Refunds: We will make any refund due to you (less any deductions due to us) without undue delay and not later than the earliest of 14 days after the day we either receive the Equipment back from you or receive evidence from you that the Equipment has been returned (such as a proof of posting receipt). We will make the refund using the same means of payment that you used when you placed your order, unless you have agreed otherwise.
These cancellation rights do not affect your legal rights. If you require any advice on your legal rights, you can refer to www.adviceguide.org.uk.
YOUR SKY DIGITAL PACKAGE

Here are the Options currently available to you. You may select either Original, Variety or Family‡

<table>
<thead>
<tr>
<th>ORIGINAL</th>
<th>VARIETY/FAMILY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alibi*</td>
<td>Animal Planet*</td>
</tr>
<tr>
<td>Comedy Central*</td>
<td>Quest*</td>
</tr>
<tr>
<td>Comedy Central</td>
<td>Real Lives*</td>
</tr>
<tr>
<td>Extra*</td>
<td>At The Races</td>
</tr>
<tr>
<td>Dave*</td>
<td>Baby TV</td>
</tr>
<tr>
<td>Discovery Home &amp; Health*</td>
<td>Sky Arts</td>
</tr>
<tr>
<td>Discovery Shed</td>
<td>Sky Living*</td>
</tr>
<tr>
<td>DMAX*</td>
<td>Discovery Channel*</td>
</tr>
<tr>
<td>Drama</td>
<td>Discovery History*</td>
</tr>
<tr>
<td>E!</td>
<td>Discovery Science*</td>
</tr>
<tr>
<td>FOX*</td>
<td>Discovery Turbo</td>
</tr>
<tr>
<td>GOLD*</td>
<td>Disney Channel*</td>
</tr>
<tr>
<td>Good Food*</td>
<td>Disney Junior*</td>
</tr>
<tr>
<td>Home*</td>
<td>Disney XD*</td>
</tr>
<tr>
<td>ITV Encore</td>
<td>Disney Channel*</td>
</tr>
<tr>
<td>Lifetime</td>
<td>Disney Channel*</td>
</tr>
<tr>
<td>Movies 24</td>
<td>Disney Channel*</td>
</tr>
<tr>
<td>Movies 24+</td>
<td>Disney Junior*</td>
</tr>
<tr>
<td>MTV*</td>
<td>Disney XD*</td>
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<td>Eden*</td>
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<td>Extreme Sports</td>
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<td></td>
<td>Eurosport</td>
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</table>

‡ All the channels in Original are also included in Variety and Family. * Programmes shown on these channels are repeated 25 mins - 2 hours later on their + channel(s) (not listed). †Sky News and PICK TV are available without a subscription. PICK TV requires a viewing card. # Only available in Northern Ireland.

* Not available in Northern Ireland.

Even if you don’t subscribe to Sky digital, you’ll be able to enjoy more than 200 non-subscription TV and radio channels on digital satellite including Sky News, BBC1, BBC2, BBC3, BBC4, BBC Parliament, BBC News, ITV1, ITV2, ITV3, ITV4, C4, Channel 4, Channel 5, 5 USA, 5*, E4, More 4, CBBC, CBeebies, Film4, Bliss, Challenge, PICK TV, Scuzz, 54C, Bloomberg, The Community Channel and CNN. The radio channels include: BBC Radio 1 • BBC Radio 2 • BBC Radio 5 Live • BBC 6 Music • BBC Radio Scotland • BBC Radio Wales • BBC Radio Ulster • BBC Asian Network • Absolute • Classic FM • Gold • XFM • Heart • talkSPORT. You may need a viewing card to view some of these channels. The BBC channels are available as part of your licence fee. Non-subscription channels are not offered by Sky and their availability is outside Sky’s control. Sky will not be liable if they or any of their content is withdrawn or changed.

You may have selected some or all of the Sky Premium channels below:

<table>
<thead>
<tr>
<th>SPORTS</th>
<th>MOVIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>SKY SPORTS 1</td>
<td>SKY MOVIES 1</td>
</tr>
<tr>
<td>SKY SPORTS 2</td>
<td>SKY MOVIES 2</td>
</tr>
</tbody>
</table>

Plus, when you choose both Sky Sports 1 and Sky Sports 2 you get three additional channels at no extra cost: Sky Sports 3, Sky Sports 4 and Sky Sports FTM. If you subscribe to either Sky Sports 1 or Sky Sports 2 you get Sky Sports News HQ and Sky Sports 5 as additional channels at no extra cost.

With Sky Movies 1 and Sky Movies 2 you get Sky Premiere & 1 as premium bonus channels and Sky Movies Disney as an additional channel at no extra cost.

You need both Sky Sports 1 and Sky Sports 2 to download any content from Sky Sports with on demand.

Please see over for our HD services, your total cost per month and the other premium channels you can add to your Sky digital package.
Here’s what you pay per month

<table>
<thead>
<tr>
<th></th>
<th>BASIC</th>
<th>SKY MOVIES 1 &amp; 2</th>
<th>SKY SPORTS 1 OR 2</th>
<th>SKY SPORTS 1 &amp; 2 &amp; SKY MOVIES 1 &amp; 2</th>
<th>ALL 4 SPORTS &amp; MOVIES CHANNELS</th>
</tr>
</thead>
<tbody>
<tr>
<td>ORIGINAL</td>
<td>£20.00</td>
<td>£37.00</td>
<td>£33.00</td>
<td>£45.50</td>
<td>£54.50</td>
</tr>
<tr>
<td>VARIETY</td>
<td>£30.00</td>
<td>£47.00</td>
<td>£43.00</td>
<td>£55.50</td>
<td>£64.50</td>
</tr>
<tr>
<td>FAMILY*</td>
<td>£36.00</td>
<td>£53.00</td>
<td>£49.00</td>
<td>£61.50</td>
<td>£70.50</td>
</tr>
</tbody>
</table>

*£6 of the cost of Options that include Family is for the Sky HD service which is provided under separate terms and conditions.

Plus here are the stand-alone premium channels you can add on top of your chosen Option. All prices shown are per month.

### STAND-ALONE PREMIUM CHANNELS

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<tbody>
<tr>
<td>SKY ASIA PACK</td>
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<tr>
<td>CHELSEA TV</td>
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<tr>
<td>MUTV</td>
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<tr>
<td>LFCTV</td>
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</table>

- **SKY ASIA PACK**: Bringing together 7 South Asian channels covering a range of content from Bollywood movies, popular TV series to sporting events.
- **CHELSEA TV**: All Chelsea matches from the Premier League plus up-to-date news and interviews.
- **MUTV**: The official television channel of Manchester United.
- **LFCTV**: Liverpool Football Club’s official television channel bringing you all the news, views, action and reaction from Anfield, Melwood and the club’s Academy.

### HD PACK*

<table>
<thead>
<tr>
<th>FAMILY</th>
<th>SPORTS</th>
<th>MOVIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alibi HD</td>
<td>Sky Sports 1 HD</td>
<td>Sky Movies Premiere HD</td>
</tr>
<tr>
<td>Boomerang HD</td>
<td>Sky Sports 2 HD</td>
<td>Sky Movies Showcase HD</td>
</tr>
<tr>
<td>Comedy Central HD</td>
<td>Sky Sports 3 HD</td>
<td>Sky Movies Crime &amp; Thriller HD</td>
</tr>
<tr>
<td>Channel 5 HD</td>
<td>Sky Sports 4 HD</td>
<td>Sky Movies Comedy HD</td>
</tr>
<tr>
<td>Dave HD</td>
<td>Sky Sports 5 HD</td>
<td>Sky Movies Action &amp; Adventure HD</td>
</tr>
<tr>
<td>E1 HD</td>
<td>Sky Sports Fl HD</td>
<td>Sky Movies Family HD</td>
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<tr>
<td>E4 HD</td>
<td></td>
<td>Sky Movies Drama &amp; Romance HD</td>
</tr>
<tr>
<td>FOX HD</td>
<td></td>
<td>Sky Movies Sci-Fi &amp; Horror HD</td>
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<tr>
<td>Good Food HD</td>
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<td>Sky Movies Disney</td>
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<tr>
<td>ITV2 HD</td>
<td></td>
<td>Sky Movies Greats HD</td>
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<tr>
<td>ITV3 HD</td>
<td></td>
<td>Sky Movies Select HD</td>
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<tr>
<td>ITV4 HD</td>
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<tr>
<td>ITV Encore HD</td>
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<td>Lifetime HD</td>
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<td>MTV Live HD</td>
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<td>Sky1 HD</td>
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<td>Sky Arts HD</td>
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<td>Sky Atlantic HD</td>
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<td>Sky Living HD</td>
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<td>Sky News HD</td>
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<tr>
<td>Sky Box Office HD1 (charges apply)</td>
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<tr>
<td>Sky Sports Box Office HD (charges apply)</td>
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<tr>
<td>STAR Plus HD</td>
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<tr>
<td>Syfy HD</td>
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<tr>
<td>Universal HD</td>
<td></td>
<td></td>
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<tr>
<td>Watch HD</td>
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</tbody>
</table>

*If your Sky digital service includes Family you will receive the high definition channels listed under Family above. If you have the standard definition Sports and/or Movies channel in your Sky digital service, you will receive the high definition channel if available in the HD Pack. To get the HD Pack (£5.25 per month extra) you must take Family and you require a Sky HD box. To experience the full benefits of Sky+HD, you also need a compatible HD ready TV. The Sky HD service may change from time to time. Further terms apply.

Non - Subscription HD Channels - BBC One HD, BBC Two HD, ITV1 HD, Channel 4 HD and NHK World HD are available without a subscription. ITV HD is only available in England, Wales and Scotland to ITV 1 Border region viewers only.

If you need further information or want to change your package please contact Sky Customer Services on 03442 41 41 41 or visit www.sky.com

All prices are inclusive of VAT (or equivalent) wherever applicable. You pay the quoted price whatever the applicable rate of VAT. Channels/programmes and prices may vary in accordance with your Subscription Contracts. All prices, offers and information (including channel line-ups) in this booklet are correct at time of going to print (October 2015) and only apply to residential viewers in the UK, Isle of Man and the Channel Islands. You may only use your Viewing Card for private viewing at your home address that you provide to us.