



YOUR CONTRACTS

**Important Information - please read
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CONTENTS

Next steps	page 1
Important terms of your Subscription Contracts	pages 1-3
Sky Privacy Notice	pages 3-8
Sky digital Subscription Contract	pages 8-14
Sky Multiscreen Subscription	pages 14-16
Sky Store & Sky Box Office Terms & Conditions	pages 16-17
Interactive Discount Contract	pages 17-19
Free Sky box and minidish offer	page 19
Installation offer and terms and conditions	pages 19-20
Sky box and minidish warranty	pages 20-21
Your rights to cancel your order	page 21
Your Sky digital package	pages 22-24

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 the minimum period we agree (usually 12 or 18 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. You cannot cancel your subscription during the Minimum Term unless you have a contractual right to do so. 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. Unless you tell us otherwise, 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.

You may be able to reduce the amount of the early termination charge by changing your Option (where permitted) and/or removing any Stand-alone Premium Channels you pay extra for in accordance with these Conditions, provided such change takes effect before your Contract ends.

We will give you reasonable notice before these charges are made. For more information about these charges please refer to Condition 11 of your Sky digital Subscription Contract or Condition 10 of your Multiscreen Subscription(s) Contract or go to sky.com/early_termination.

If you do not currently take a Sky Premium Contract Pack and you want to add one to your Service, you will need to agree a new Minimum Term for your Service.

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 during the Minimum Term we can only increase the relevant Subscription Payment once in any 12 month period. 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 and content which are broadcast or made available by various broadcasters, including Sky. Although we aim to provide Channels and content that covers 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 or you are changing from a Sky Premium Rolling Pack to a Sky Premium Contract Pack). We may charge a reasonable administration fee to change your Service, which we will let you know about in advance. If your chosen Service includes a Sky Premium Contract Pack and you change your Service in your Minimum Term, your new Service must include the same Sky Premium Contract Pack.

If your Service includes a Sky Premium Contract Pack and you want to change your Service by adding another Sky Premium Contract Pack you will need to end this Contract and enter a new one with Sky for your new Service.

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 by visiting the 'Contact us 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 the 'Complaints' page on sky.com.

Alternative dispute resolution services for Sky TV customers are provided by Communications & Internet Services Adjudication Scheme (CISAS) whose website is <https://www.cedr.com/cisas/> or you can refer your dispute to the European Commission online dispute resolution platform.

SKY PRIVACY AND COOKIES NOTICE

Introduction and scope

This privacy and cookies notice applies to the processing of personal data, including information we collect and store via cookies, as explained below by Sky UK Limited, if you access our UK products and services or our online and digital platforms. References in this policy to "Sky", "we" "us" or "our" should be interpreted accordingly. The processing explained in this notice may be carried out by Sky or other data controllers in the Sky group of companies (including Sky

Subscribers Services Limited, Sky In-Home Service Limited and Sky Retail Stores Limited).

Note that if you access the products and services of other Sky companies, you should refer to their privacy notices.

Types of information we process and where it comes from

- Information you've provided to us, including through our websites or when you access our services through applications on websites operated by other organisations.
- Information about our content, products and services you've ordered or enquired about, including call recordings, as further described below.
- Information which we acquire from other organisations, such as address verification services (e.g. Royal Mail in the UK), data brokers (e.g. Experian), property and lifestyle companies and credit reference agencies including personal data that is publicly available. We acquire data from several organisations including Dunnhumby, CACI, 20ci, Mastercard, Emma's Diary, and Game that we use to enhance the household profiles we use within AdSmart (as described further below).
- Information, uploads, user generated content, and comments you make about, or generate, in accessing the shows, channels, programmes, advertisements, products and services you use, for example, how you or your household access, view, share, contribute to, communicate with, record or fast forward them.
- Information we collect, via cookies and related technology, from the devices or viewing cards you use to receive Sky content, products and services, about your and your household's use of Sky, and/or third party content, products and services. This includes information about your device, machine or browser which can be collected when cookies are turned off. For more information on cookies and how to manage them, please see the section on cookies.
- IP address, MAC address, unique identification number, online identifier, browser information, location data port information, logical network address, and other similar identifying information required for your devices to communicate with websites and applications on the internet
- Technical information from the devices you use to receive Sky content, products and services, for example, the collection of diagnostic and traffic or location information. Note that devices and applications have their own privacy settings and notices under which they collect your information, so please check and manage your device and application settings.
- Information relating to your customer service interactions with us. This includes your image from CCTV footage recorded when you visit a Sky Retail Store or other Sky locations.

How we use your information

The main purpose for which we process your personal data is so that we can, in accordance with the contract you have with us, provide you with content, products and services. This includes providing you with account management functionality (such as to update contact information), customer support (including diagnostics and trouble-shooting), call screening and blocking, and tailored and personalised recommendations (including by sending you newsletters about your service, content and relevant products.)

We also process your data to deliver services to you under our contract in the following ways:

- In order to enter into loan agreements with you, we obtain personal data about you from credit reference agencies. We then take automated decisions using that personal data about whether or not to enter into the loan agreement with you. This decision is influenced by your credit history and, depending on the outcome of this automated decision-making process, we may not enter into the loan agreement with you. If you would like us to review decisions taken about you as part of this process, please contact us as set out below;
- In order to manage our products and services and traffic across our network. For example, Sky uses your information to facilitate the operation of its network by choosing the most efficient route to transmit your requests for a communications service through the various parts of its network of equipment and systems. This information is held securely within restricted areas, accessible only by authorised personnel and in accordance with our data retention, deletion and acceptable use policies;
- In order to send newsletters to you about your service, content and relevant products.

If you're a Sky customer, where you give us consent, we will process your data in order to send you direct marketing. This may include communications by post, telephone, SMS, email or other electronic means, using the contact details you have provided, about us and our content products and services, events and special offers, including, for a reasonable time after you have ceased to be a customer of ours (see further details below). We also rely on your consent to process special category data (for example, data you have provided to us or to our business partners concerning your health).

We may also use your information to comply with our legal and regulatory obligations. This includes:

- by enabling Sky to support customers whose circumstances might make them vulnerable in order to comply with Ofcom's consumer protection conditions; and
- by complying with police and other security investigations.

In some circumstances, we may process your personal data in reliance upon our legitimate interests, including to:

- Improve our content, products, services and customer experiences by monitoring your use of our products and services and working with our suppliers to improve the products and services we offer, and develop new content, products and services;
- monitor, record, store and use customer service communications we have with you. This helps us to improve the quality of our customer service, to confirm any instructions you give us, to create a customer profile to have better conversations and/or for training, development and to meet our legal and regulatory responsibilities.
- Determine what offers for our products and services you are eligible for and how those offers will be made available to you. To do this, we create a profile about your time as a Sky customer (for example, what products and services you have purchased, how you have used them, your offer and payment history, and your interactions with our customer service agents) and supplement this with information provided to us by other organisations as described in this notice. We use these profiles to target our offers at particular groups of customers and personalise the messages.
- In some cases we rely on legitimate interest to send you direct marketing – for example, if you're a NOW TV customer, or a prospective customer. This may include communications by post, email or other electronic means, using the contact details you have provided, about us and our content products and services, events and special offers, including, for a reasonable time after you have ceased to be a customer of ours (see further details below).
- Enable and deliver AdSmart. With AdSmart we show adverts on the Sky box and other devices used to access Sky's TV services to the people most likely to be interested in the products and services being promoted. Sky can serve different adverts to different households (in groups of 5,000 or more) watching the same programme or service. To do this we create a profile about a household comprising factors like interests, age and location using the information you have provided to us, information we have acquired from other organisations (as detailed in the section above 'Types of information we process and where it comes from'), and which we may combine with information received from brands wishing to target their advertising to a particular audience. We use this profile information to define groups of audiences to whom we send adverts. As part of showing these adverts, we also carry out quality and frequency checks, such as whether adverts were displayed correctly and how often particular adverts have been shown. More information about how AdSmart can be used by advertisers can be found at www.adsmartfromsky.co.uk/how-sky-adsmart-works/ To the extent any special category data (for example, data concerning health) is processed within AdSmart, Sky relies on your consent for such processing.
- For market research.
- protect or enforce our rights or the rights of any third party such as by analyzing activity on our network to help block unauthorised or illegitimate content, publication of, or access to it.

We will process your data where we need to in order to safeguard your vital interests or those of another person, for example to support crime prevention and protect the safety of members of the public and Sky employees.

How we share your information

We work with a number of suppliers to process your personal data for the purposes described above. These suppliers act on our behalf and must only process your personal data in accordance with our instructions. The categories of suppliers that we use include:

- Engineer services firms,
- Couriers;
- IT companies;
- Customer service centres;
- Other Sky Group companies (Information can be found at www.skygroup.sky/our-company);
- Credit reference agencies (see further below);
- Warranty companies (see further below); and
- Data brokers. This includes Experian who we use to match Sky's own data with data provided by brands in order to identify households to target for specific advertising campaigns (using AdSmart).
 - o For example, this data matching process could be performed on behalf of a sports brand that wants to target its television advertising at its existing customers who subscribe to Sky Sports and live in a particular county.

- o The brand will receive back a report showing how many times their adverts were viewed, but will not receive information or data about specific households that have seen their adverts;

- Marketing companies that deliver our communications.

Sometimes we share personal data with suppliers and business partners who may process it outside of the European Economic Area. (for example we use customer service centres in India and some IT services in USA). Most of the time the data we share will be with companies who supply services to us to enable us to supply our services to you. On occasion we may share personal data with our parent company, Comcast Corporation, based in the US. We grant these companies access to personal data only where necessary and only where appropriate security measures and controls are in place to protect your personal data in accordance with applicable data protection laws, regulations and regulatory guidance. This means these transfers will take place on the basis of an approved data transfer mechanisms, which are the EU-USA Privacy Shield, EU Standard Contractual Clauses and EU Commission Decisions on Adequacy (country details www.ec.europa.eu/info/law/law-topic/data-protection/international-dimension-data-protection/adequacy-decisions_en).

One of Sky's data processors (Domestic & General Insurance PLC and Domestic & General Services Limited) may contact you to ensure you are satisfied with your service experience and to let you know about the warranties that apply to your Sky equipment and the options for extended cover.

In the event the structure of our business changes so that another company in the Sky group provides our products and services to you, we will pass your personal information to that company. This includes, for example, a merger between us and another company, where another company acquires us or some or all of our assets, where we acquire another company or where our holding company restructures our corporate group.

We share your personal data with credit reference (e.g. Equifax, www.equifax.co.uk/crain) fraud prevention agencies (e.g. CIFAS) for use in automated credit decisions, for the detection and protection against crimes such as fraud and money laundering, and for debt recovery purposes, as further explained below. If we, or a fraud prevention agency, determine that you pose a fraud or money laundering risk, we may refuse to provide the services or financing you have requested, or we may stop providing existing services to you. A record of any fraud or money laundering risk will be retained by the fraud prevention agencies, and may result in others refusing to provide services, financing or employment to you. Whenever fraud prevention agencies transfer your personal data outside of the European Economic Area, they impose contractual obligations on the recipients of that data to protect your personal data to the standard required in the European Economic Area. They may also require the recipient to subscribe to "international frameworks" intended to enable secure data sharing. CIFAS has published more information about data transfers.

We share personal data with the courts, enforcement agencies (e.g. the police) and with regulatory authorities (e.g. OFCOM in the UK) where this is required, in order for us to comply with our legal and regulatory obligations.

Where Sky receives a request for the ownership of a vulnerable customer's account to be transferred to a nominated individual, personal data of the existing account holder may be shared with the new account holder. The ownership of the account would only be transferred once Sky has received signed acceptance and authorisation of the transfer from both parties.

How we share your information with Trusted Partners

We work with a number of trusted partners to process your personal data for online and digital advertising purposes. This is different to our AdSmart service (described above) and for the purposes described in this section we use data like your IP address and device ID, which are required to serve advertisements to your device. We will never share your name, physical address or phone numbers with any of our trusted partners. We perform due diligence before a company becomes a trusted partner and is able to handle your data in a secure and responsible manner. This processing is based on your acceptance of cookies on our websites and your Sky ID preferences. The categories of partner that we work with include:

- Advertising agencies and advertisers, which buy advertising on Sky's online and digital platforms so they can deliver targeted and tailored advertising and can measure which advertisements are clicked and other such results associated with displaying such advertisements; and
- Advertising platforms (e.g. Google, Rubicon, Unruly and Outbrain) which, with consent, deliver tailored and targeted advertising across Sky's online and digital platforms on their own and/or other's behalf using data from Sky. These advertising platforms enable Sky to offer its advertising space and manage use of that advertising space efficiently. Please select Privacy options in the footer of the Sky Sports or Sky News websites to manage your marketing preferences in relation to these third party advertising platforms.

Where our partners are based outside of the European Economic Area, we work with these partners to make sure personal data is processed only if appropriate measures and controls are in place to protect your personal data in accordance with applicable data protection laws and regulations and regulatory guidance. Any data transfers will only take place on the basis of an approved data transfer mechanism as described in the section 'How we share your information' above.

Keeping your data up to date and your rights

You can contact us via Manage on Sky.com (www.sky.com/mysky/my-details) or on 03442 414 141 or by emailing boxofficesupport@sky.uk for Sky Box Office, to update, amend or correct your information. You also have the following rights:

- to request access to, or erasure of, the personal data we hold about you
- to request us to restrict the processing of the personal data we hold about you
- to object to us processing personal data relating to you
- where you have given us consent to process your personal data, you have the right to withdraw that consent at any time
- you have the right to obtain certain personal data from us in a format that can be transferred electronically to a third party (also called “data portability”).

Please note that some of these rights are not absolute. In some cases, for example, we may refuse a request to exercise particular rights if complying with it meant that we are no longer able to meet our contractual obligation to provide you with particular products and services, or if we had a legal obligation or right not to comply with the request. However, we will keep you informed as to the actions that we can take, when you make your request.

Managing your marketing preferences

Direct marketing and tailored advertising

You can always choose not to receive direct marketing or tailored advertising (including AdSmart) from us in the following ways:

- via Manage section in My Sky;
- clicking on the “unsubscribe” link or replying STOP in any electronic marketing information from us.
- by calling Sky on 03442 414 141 for Sky TV, BB & Talk
- Emailing: boxofficesupport@sky.uk for Sky Box Office

You can choose not to receive direct marketing from any other Sky group companies by contacting them directly. When you make a request not to receive marketing, it can take us up to one month to process that request.

Cookies and online behavioural advertising

Please refer to the Sky Privacy and Cookies Notice on sky.com.

Please see the section on “Controlling my Cookies” on how to adjust cookie settings for your devices.

How long we keep your information

In this section, we explain the categories of personal data that we may keep, the periods applied and our reasons for keeping them.

These categories of data include customer contact information, the addresses where we have provided services, account, activation and viewing card numbers, pay per view records, account correspondence with notes and complaints, payment card and financial history. We keep this information for business, legal and regulatory purposes. Some of the legal reasons why we keep this data are: tax purposes, to enable us to defend potential legal claims under the statutory periods set out in the Limitation Act 1980 (for Sky UK Limited and other Sky companies based in England and Wales) or the Statute of Limitations, 1957 (as amended) (For Sky Ireland Limited). We will also need to keep some information to demonstrate compliance with the Data Protection Act 2018, for example, where we need to evidence compliance with suppression requests. This information is also helpful if we receive customer enquiries or complaints, and to verify your identity when you contact Sky.

These records are retained securely for 7 years after your account is cancelled. After this time they will either be securely deleted or anonymised.

Some categories of data are deleted sooner where the data is no longer needed for the purposes for which it was collected (such as where we have recorded calls, these are retained for 12 months). Please read the ‘Keeping your data up to date and your rights’ above to understand how to get in touch to discuss a right to erasure request.

Please note that you are able to take some actions to delete your data in the My Details page of your Sky account.

Complaints

If you wish to make a complaint about how we use your information, please Contact Us at www.sky.com/help/articles/contacting-sky and we will do our best to help. You may find our ‘Complaints Code of Practice’ helpful which you will also find on the ‘Complaints’ page. If you are still unhappy, you can contact the Information Commissioner’s Office via their website at www.ico.org.uk/

Contacting Sky

If you have any queries or comments about this privacy and cookies notice, please write to Customer Relations, Sky Subscriber Services Ltd, PO Box 43, Livingston, West Lothian, EH54 7DD, UK or contact Sky's Data Protection Officer via dp.department@sky.uk

Changes to this notice

We will occasionally update our privacy and cookies 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. This may include phone, SMS, e-mail, post or interactive social media. We encourage you to periodically review our notice to be informed of how we use your information.

This privacy and cookies notice was last updated September 2019.

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:

Add-on: A Sky Premium Rolling Pack, Sky Premium Contract Pack or Monthly Add-on.

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 elements of the service known as On Demand and programme recommendations that you do not pay extra for (where available), but does not include any Add-ons.

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 Add-on, 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 bonus and additional Channels we may offer. The channels will not include any On Demand content.

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 magazine (as applicable).

Minimum Term: the period agreed between us (usually 12 or 18 months) starting from the first date on which you can receive the Service under this Contract, or any additional period (usually 12 or 18 months) beginning on the date agreed between us.

Monthly Add-on: a Channel, collection of Channels or access to On Demand content purchased or received on a monthly rolling basis (excluding any Sky Premium Rolling Pack, Sky Premium Contract Pack or Stand-alone Premium Channel).

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 Premier League, Sky Sports Golf, Sky Cinema 1 and Sky Cinema 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 Cinema 1 and Sky Cinema 2 are each made up of a number of different Sky Cinema channels which are not available individually.

Sky Premium Contract Pack: a Sky Premium Channel or collection of Sky Premium Channels, such as the Sky Sports Complete Sports Pack, with a Minimum Term.

Sky Premium Rolling Pack: a Sky Premium Channel or collection of Sky Premium Channels, such as the Sky Sports Complete Sports Pack, purchased or received on a monthly rolling basis.

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 debit or credit card options we will collect further amounts due automatically from your account each month after we have sent you your first Viewing Card.

You must have paid in full in advance any upfront payment we agree to set you up as a Sky customer, including any installation charges.

- (b) You can select a different Service.
- (i) 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 or the reduction in your Subscription Payment is because you are changing from a Sky Premium Rolling Pack to a Sky Premium Contract Pack);
 - (ii) If you already have a Sky Premium Contract Pack and you select a different Service you must keep the same Sky Premium Contract Pack for the duration of your Minimum Term;
 - (iii) If you already have a Sky Premium Contract Pack and you want to add another Sky Premium Contract Pack your Contract will end and you will need to enter a new Contract with Sky for your new Service; and
 - (iv) If you want to swap any of your Sky Premium Channels in your Sky Premium Rolling Pack (where permitted) for an alternative Sky Premium Channel, but not change the amount you pay for your Sky Premium Channels, you can only do this once in any 31 day period.

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 for any reason stated in Condition 15(a) or 15(b) by giving you at least 31 days' notice. This includes increases under Condition 2(e) unless Condition 2(e)(ii) applies when we will try to give you as much reasonable notice as possible. If you want to remove Channels from your Service (in accordance with Condition 2(b)) and/or end the Contract at the end of or after the Minimum Term (in accordance with Condition 11(a)) because you don't want to pay the higher price let us know within 21 days of receipt of our notice. If you do this you will not have to pay the price increase for the Channels you remove from your Service or the price increase for the Service where you end the Contract (and if your latest bill already includes the higher price we will refund the difference to you in your next or final bill).
- (d) During the Minimum Term, unless it is for a reason set out in Conditions 2(e) or 4 (when the following increase limits do not apply), we may increase the price of your Option in accordance with Condition 2(c) only once in any 12 month period 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, and if a price rise is delayed for this reason the 12 month period referred to above will start on the date your price would have increased but for the delay. 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.

- (e) 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.
- (f) 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.

- (g) 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 magazine (if applicable) to you, without giving you notice. This does not affect our right to end this Contract under Condition 11 below.
- (h) 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.
- (i) If you miss any payments you owe to us including for any Sky service we may charge you a reasonable fee to help pay for the extra costs we incur processing late payments, 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. Details of these fees can be found on [sky.com/latepaymentfee](https://www.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. We may also charge you a reasonable fee that reflects the costs we incur if any payment instruction from you is returned to us because you do not have enough funds in your account, is cancelled or is not cleared by your bank.

3. Channels, Programming and Magazine

We may make any of the changes specified in this Condition 3 for any reason stated in Condition 15(a) or 15(b).

- (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)-(d) or 2(e)(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)-(d) or 2(e)). 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 or Additional TV Service.
- (e) Additional TV Services supplied to you may differ from that supplied to other viewers.
- (f) We may supply viewing recommendations, newsletters and/or magazines with information about your Services in paper or electronic format from time to time as part of your Services. If we do, you can elect not to receive them at any time by contacting Sky. We can stop providing these at any time without notice or introduce a charge for the magazine in which case we will tell you what charge will apply and ask you if you wish to continue to receive it.
- (g) This Contract does not authorise you to receive any pay-per-view 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(d) 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 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 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 damage to separate devices or digital content that belong to you where such damage would not have been caused if you had followed our reasonable instructions;
- (g) 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 was not contemplated by both you and us at the time we entered into this Contract;
- (h) 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, unless they or their employees or agents were in breach of a legal obligation or duty of care owed by them and that breach was the most significant cause of the loss or damage.

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, SSSLs or Sky's negligence, or for their fraud or fraudulent misrepresentation.

We are not permitted to exclude our liability for certain matters, for example we cannot exclude our liability to you if the Service we supply is not of satisfactory quality or fit for purpose or does not match the description. This Condition 8 shall not affect any such liability that we have to you. If you require any advice on your legal right you can refer to www.adviceguide.org.uk

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 Condition 2(c), (d) or (e), Condition 3(d), Condition 8 or this Condition 10 except for security, legal or regulatory reasons.
- (b) We may change any other Conditions for a reason stated in Condition 15(a) or 15(b) 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 to vary 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 Condition 11(a) or (b) apply or you end your Contract and immediately enter a new one, you must subscribe to the Service for at least the Minimum Term and you cannot cancel your subscription during the Minimum Term. If you do not subscribe to the Service for at least the Minimum Term you will breach these Conditions. The Contract will continue after the Minimum Term 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. If you do not currently take a Sky Premium Contract Pack and you want to add one to your Option, you will need to agree a new Minimum Term for your Service.

- (a) 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 chose so that you would be left with no standard definition or high definition variant of the Channel or collection of channels (as applicable) or are unable to receive the content as part of your chosen Option;

- (iii) we withdraw any Monthly Add-on you are currently receiving, unless you can still access the channels or category of On Demand content you received as part of that Monthly Add-on as part of your Option; or
- (iv) you reasonably consider that you would be materially disadvantaged by any reduction in the overall level of service of your chosen Basic Pack, or any reduction in the number of Channels within your chosen Monthly Add-on.

You may end this Contract by giving us 7 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) We can immediately suspend provision of all or part of the Service and/or provision of the magazine (if applicable), and/or end this Contract by giving you seven days' notice at any time (including during the Minimum Term) if:
 - (i) you break any of the Conditions, although for non-serious breaches we will first give you an opportunity to put things right which you will need to do within 7 days'. For serious breaches (for example if you break Condition 3(h), Conditions 5(c), 5(d) or 5(g), or Condition 9) we may exercise this right immediately;
 - (ii) 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 and sufficiently serious to justify restricting or ending the Service and/or this Contract; or
 - (iii) we have reasonable grounds to suspect fraud or any other unauthorised activity.
- (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 for the remainder of your Minimum Term (assuming you would have continued to subscribe to the same Option and Stand-alone Premium Channels) less any costs we save, including the cost of no longer providing you with the Service and the benefit to us in receiving payment early.

You may be able to reduce the amount of these early termination charges by changing your Option (where permitted) and/or removing any Stand-alone Premium Channels in accordance with this Contract, provided such change takes effect before this Contract ends. Unless you tell us otherwise, 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 any notice in writing, we can give you this notice by:
 - (i) letter, email or SMS; or
 - (ii) where appropriate, via a message in the area within our online customer account on sky.com where we will post account information (the "Message Centre") or elsewhere in our online customer account on sky.com or on your monthly bill. We will alert you by email, SMS or another appropriate method if a notice has been added to the Message Centre or elsewhere in our online customer account on sky.com.

We will send notices using any of the contact details you have given us for this purpose (including, unless you tell us otherwise, to your primary email address). A written notice may refer you to other widely available (written or non-written) means for specific details or further information (e.g. a free phone number). In all other cases where we are required to give you notice, we may give you notice in writing or we'll notify you using another appropriate method including during a phone call, on sky.com, or, if you are a Sky TV customer, on the Sky information channel the Sky box tunes to when it is turned on.
- (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 one of our online messaging options 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 email us at mysky@sky.uk. If notice is given by

these means we may need to verify account information before the notice is effective (and once verified the notice will be effective from the date of the original notice). 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 by searching 'How to cancel' in the Help section on sky.com.

14. Law and geographical limits

- (a) This Contract is governed by English law, unless you live in Scotland, Northern Ireland or the Republic of Ireland in which case it will be governed by Scots law, Northern Ireland law or ROI law (as applicable). Any disputes under this Contract shall be dealt with by the courts of the country whose law governs your Contract, unless you live in Scotland, Northern Ireland or the Republic of Ireland in which case you can choose to bring a dispute before the courts in your country or the English courts instead.
- (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.

15. Reasons for changes

- (a) We may make changes in accordance with the other Conditions of this Contract for any of the following reasons:
 - (i) The Service is a variable in nature with variable prices (this means it may be changed, altered, improved or added to at Sky's discretion as this ensures we respond to customer needs and remain competitive);
 - (ii) We intend to change the way we structure our products and services;
 - (iii) We are introducing new programmes, content, products or services;
 - (iv) The cost to Sky of providing the Service increases (for example, we have to pay third parties more for their content);
 - (v) Other costs associated with running our business increase (for example, we invest in improving customer support);
 - (vi) To introduce new charges where the cost of running our business increases;
 - (vii) We change the way we provide products and services to you (for example, we develop new technology to provide you with a better TV viewing experience);
 - (viii) To help improve the security and operation of our technical infrastructure (for example, to prevent misuse of our digital satellite platform);
 - (ix) We reorganise the way we structure or run our business;
 - (x) Valid legal or regulatory reasons; or
 - (xi) We change the Conditions to make them clearer or easier to understand, to reflect changes in law or to update our contracts from time to time so all our customers are on the same Conditions.
- (b) We provide the Service on an ongoing basis and we cannot foresee what may change in the future. This means we may need to make changes in accordance with the other Conditions of this contract for reasons other than those set out in Condition 15(a) above.

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 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 debit or credit card with your monthly Subscription Payment. We can alter your Subscription Payment Direct Debit or debit or credit card instruction for this purpose.
4.
 - (a) 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 for a reason stated in Condition 15(a) or 15(b) of your Sky digital Subscription Contract Subscription by giving you at least 31 days' notice. If you want to end a Multiscreen Subscription after the Minimum Term for that Multiscreen Subscription (in accordance with Condition 9 below) because you don't want to pay the higher price let us know within 21 days of receipt of our notice. If you do this you will not have to pay the price increase for that Multiscreen Subscription (and if your latest bill already includes the higher price we will refund the difference to you in your next or final bill).
 - (b) In the Minimum Term of any Sky Multiscreen:
 - (i) we can increase the price of Multiscreen Subscriptions in accordance with Condition 4(a) only once in any 12 month period;

- (ii) the price increase will not affect you during the first 60 days of the Sky Multiscreen Subscription in question and if a price rise is delayed for this reason the 12 month period referred to in Condition 4(b) (i) above will start on the date your price would have increased but for the delay; and
 - (iii) the price increase will not be more than (A) 10%, or (B) 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(b) (i)-(iii) 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, we can:
- (a) end all or any of your Sky Multiscreen Subscription(s) by giving you at least seven days' notice; or
 - (b) end your entitlement to the Sky Multiscreen Subscription price on giving you at least 31 days' notice (in which case the terms of the Sky digital Subscription Contract will apply to your Sky Multiscreen Subscription(s)) in place of these Conditions, and you will immediately pay the then current full price for the Service you are receiving under these Conditions.
9. If we break these Conditions then you can end all or any of your Sky Multiscreen Subscription(s) (including during the Minimum Term) by giving us at least seven days' notice. Either of us can end each of your Sky Multiscreen Subscription(s) after the Minimum Term for that Sky Multiscreen Subscription by giving the other 31 days' notice.
10. **Each Sky Multiscreen Subscription must stay in force for at least the Minimum Term which starts from the date the relevant Box is first activated to receive the Multiscreen Service. Unless you or we are entitled to end the Sky Multiscreen Subscription early, you cannot cancel your Sky Multiscreen Subscription during the Minimum Term and if you do not subscribe for the Minimum Term you will breach these Conditions.**

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 and the benefit to us in receiving payment early. Unless you tell us otherwise, 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/early termination.

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. In these Conditions, “Minimum Term” means the period agreed between us (usually 12 or 18 months) for each Multiscreen Subscription, starting from the first date on which you can receive that Multiscreen Subscription under this Contract, or any additional period (usually 12 or 18 months) beginning on the date agreed between us.

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. 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 a reasonable 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) We will tell you what the administration charge is during your telephone call. If you decide not to proceed with the purchase you will not have to pay the charge.
- (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(g) 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;
 - (v) 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 you make use of additional decoding equipment (not supplied by Sky) that 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 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 where 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 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 or Northern Ireland in which case it will be governed by Scots law or Northern Ireland law (as applicable). Any disputes under this Contract shall be dealt with by the courts of the country whose law governs your Contract, unless you live in Scotland or Northern Ireland in which case you can choose to bring a dispute before the courts in your country or the English courts instead.

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 £199. 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. This warranty does not affect your legal rights, for example in relation to Sky supplying Digital Satellite Equipment which is not of satisfactory quality or not performing the installation of the Digital Satellite Equipment with reasonable care and skill. If you require any advice on your legal rights you can refer to 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:

1. The right above does not apply in the case of a subscription if you asked for it to be made available during the cooling off period and Sky asked you to acknowledge that you would lose the right to cancel at that point and you did so.
2. 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.
3. 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.
4. 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 email address in order to cancel your order. If you cancel in writing we will send you an acknowledgement of receipt by email, or letter if we do not have an email 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 must select Sky Signature.

You can add additional channels or content by taking Sky HD, Sky Box Sets and/or Sky Kids. All channels and content included in the basic pack, Sky Box Sets and Sky Kids are available in standard definition format (SD). To receive the channels or content in high definition format (HD), you must receive the channel or content in SD and take Sky HD (which is provided under separate terms and conditions).

SKY SIGNATURE

Sky One*
Sky Atlantic*
Sky Arts
Sky Two
Sky Sports Mix
Sky Sports News
Sky Sports Racing
alibi*
Animal Planet*
B4U Movies
B4U Music
Club MTV
Colors
Comedy Xtra*
Comedy Central*
Crime + Investigation*
Dave*
Discovery History*
Discovery Science*
Discovery Shed
Discovery Turbo*

Discovery*
E!*
Eden*
Eurosport 1
Eurosport 2
FOX*
GINXe SportsTV
GOLD*
Good Food*
H2
Home*
History*
Home & Health*
ID*
Lifetime
Living Foodz
Movies 24
Movies 24+
MTV Base
MTV Classics
MTV Hits

MTV Music
MTV OMG
MTV Rocks
MTV*
Nat Geo Wild*
National Geographic*
News 18
Real Lives*
Really
Rishtey
Rishtey Cineplex
RTE1#
RTE2#
RTE Junior#
Sony Max
Sony Mix
Sony SAB
Sony TV
Star Bharat
Star Gold
Star Plus

SYFY*
TCM*
TLC*
Universal*
VH1
ViceLand
W*
Z Cinema
Z Punjabi
Zee TV
Zing
&TV

Plus, discover a huge range of on demand box sets, from latest shows to the classics as well as our exclusive shows from Sky channels that you can't find anywhere else.

SKY KIDS

Cartoon Network*
Boomerang
Nickelodeon*
Nicktoons
Disney Junior*
Disney Channel*
Disney XD*
Nick Jr.*
Cartoonito
Nick Jr. Too
BabyTV

Sky One HD
Sky Witness HD
Sky Atlantic HD
Sky Arts HD
Sky Sports Mix HD
Sky News HD
Sky Sports News HD
alibi HD
Animal Planet HD
Boomerang HD~
Cartoon Network HD~
Comedy Central HD
Crime + Investigation HD
Dave HD
Discovery HD

SKY HD

Disney Jnr HD~
Disney Channel HD~
Disney XD HD~
E! HD
E4 HD
Eurosport 1 HD
Eurosport 2 HD
FOX HD
Film4 HD
Good Food HD
History HD
ITV2 HD
ITV3 HD
ITV4 HD
Lifetime HD

MTV HD
More4 HD
Nick Jr. HD~
Nat Geo Wild HD
National Geographic HD
Nickelodeon HD~
Star Plus HD
Syfy HD
Sony TV HD
Sony Max HD
TLC HD
TCM HD
Universal HD
W HD

* 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.

† Sky HD is provided under separate terms and conditions.

~ Sky Kids Pack also required for kids HD channels.

You will also be able to receive over 200 non-subscription TV and radio channels using the Sky Digital, including free-to-air channels from the BBC, ITV, Channel 4 and 5 and BBC radio channels. BBC channels are available as part of your licence fee. ITV HD is only available in England, Wales and Scotland to ITV1 Border region viewers only. 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:

PREMIUM		
SKY SPORTS	MOVIES	BT SPORT
Sky Sports Premier League, Sky Sports Football, Sky Sports Cricket, Sky Sports Golf, Sky Sports F1, Sky Sports Action & Arena	Sky Cinema Pack: Sky Cinema Action & Adventure Sky Cinema Comedy Sky Cinema Crime & Thriller Sky Cinema Drama & Romance Sky Cinema Greats Sky Cinema Family Sky Cinema Sci-Fi & Horror Sky Cinema Select Sky Cinema Showcase	BT Sport 1 BT Sport 2 BT Sport 3 BT ESPN
If you choose the Sky Sports Complete Sports Pack you get all of the sports channels listed above, plus you get the Sky Sports Main Event Channel as an additional channel at no extra cost. The above Sky Sports channels in your Sky Sports Pack are available in high definition format also.	With the Sky Cinema Pack you get Sky Premiere & +1 as premium bonus channels and Sky Cinema Disney as an additional channel at no extra cost. All Sky Cinema channels are also available in HD except Sky Premier +1.	The above channels are available in high definition format also.

Please see below for your total cost per month and the other premium channels you can add to your Sky digital package.

	Basic pack only	Sky Sports 1 Pack	Sky Sports 2 Packs	Sky Sports 3 Packs	Sky Sports Complete Sports Pack Rolling (contract offer**)	BT Sport
Sky Signature*	£25.00	£43.00	£47.00	£51.00	£55.00 (£50.00)	£50.00
Sky Signature* + Kids‡	£30.00	£48.00	£52.00	£56.00	£60.00 (£55.00)	£55.00
Sky Signature* + HD‡	£31.00	£49.00	£53.00	£57.00	£61.00 (£56.00)	£56.00
Sky Signature* + Kids + HD‡	£36.00	£54.00	£58.00	£62.00	£66.00 (£61.00)	£61.00

	Sky Cinema Pack Rolling	Sky Cinema Pack Contract	Sky Sports 1 Pack & Sky Cinema Pack Rolling / Contract	Sky Sports 2 Packs & Sky Cinema Pack Rolling / Contract	Sky Sports 3 Packs & Sky Cinema Pack Rolling / Contract	Sky Sports Complete Sports Pack Rolling & Sky Cinema Pack Rolling / Contract	Sky Sports Complete Sports Pack Contract** & Sky Cinema Pack Rolling / Contract	Sky Sports Complete Sports Pack Contract & BT Sport**	Sky Sports Complete Sports Pack Contract, Sky Cinema Pack Rolling / Contract & BT Sport**
Sky Signature*	£44.00	£36.00	£54.00	£58.00	£62.00	£66.00	£61.00	£72.00	£83.00
Sky Signature* + Kids‡	£49.00	£41.00	£59.00	£63.00	£67.00	£71.00	£66.00	£77.00	£88.00
Sky Signature* + HD‡	£50.00	£42.00	£60.00	£64.00	£68.00	£72.00	£67.00	£78.00	£89.00
Sky Signature* + Kids + HD‡	£55.00	£47.00	£65.00	£69.00	£73.00	£77.00	£72.00	£83.00	£94.00

* Sky Signature costs £5 extra (£30pm) as standard if you do not agree to a minimum term discount or when your minimum term ends.

** Sky Sports Complete Pack and BT Sport offer pricing when each are taken with a minimum term.

‡ Sky HD 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

MUTV	LFCTV
The official television channel of Manchester United.	Liverpool Football Club's official television channel bringing you all the news, views, action and reaction from Anfield, Melwood and the club's Academy.
£7	£7

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 (February 2020) 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.

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

