



## Simple Satellite™ Customer Warranty

Welcome to Shaw Direct. We're committed to bringing you the ultimate TV experience and we're confident you'll enjoy all that Shaw Direct has to offer. The following information outlines the benefits of Simple Satellite™ and provides complete details of what is included in your warranty.

### What is Simple Satellite™?

Simple Satellite™ is the easiest way to experience everything satellite TV has to offer! As part of this plan Shaw Direct will provide you with the following:

- Professional installation included - \$150 value\*
- Dish and installation, at no additional cost, if you move\*\*

### SIMPLE SATELLITE™ DETAILS

#### Professional Installation

Your Shaw Direct satellite system will be professionally installed. Our Shaw Direct certified installers adhere to rigid standards to ensure a quality installation every time.

#### Basic Installation

Simple Satellite covers the cost of basic installation – a \$150 value. Which includes:

- Initial customer contact by installer confirming the installation date and time
- Dish assembly and mounting to your home (single family structure)
- Placement and connection of hardware from Dish/LNB to one receiver
- Testing of entire customer drop for continuity, including measuring and recording signal levels
- Placement of ground attachment
- Consultation concerning the options to connect the phone connection, as required by the Shaw Direct Terms of Service
- Contact Shaw Direct Customer Care Centre for system activation
- Demonstration of receiver operation to customer
- Sealing of all entry holes plus installation of proper wall plates Costs over and above a basic installation must be paid by the customer to the installer.

#### Move Policy

In the event that you move, Shaw Direct will provide you with a dish and installation, at no additional cost, at your new residence. Customers are eligible for a maximum of 1 move, at no additional cost, per year. Customers who move into an apartment, condo or other rental property must get written permission from their landlord prior to arranging for installation.

#### Dish Warranty

The dish warranty for Simple Satellite™ covers all outside equipment, including replacement and labour costs for dish, LNB and outside wiring up to the point of entry into the house. As a Simple Satellite Customer, your monthly bill includes all charges related to the satellite dish. Items that are not covered by the Simple Satellite™ Warranty include:

- Equipment damage or loss of signal as a result of tampering with dish and outside equipment
- Equipment damage or loss of signal as a result of performing home renovations
- Receiver, remote control and inside wiring (covered under regular Service & Warranty agreement)
- Replacement and labour costs arising from self-installations
- Dish Upgrades

For further details regarding Simple Satellite™ please visit our web site at [www.shawdirect.ca](http://www.shawdirect.ca)

\*Installation included as part of the Simple Satellite Customer Warranty, which is sold as part of the Satellite System.

\*\* Applicable for no more than one move per year.