

# Live Pass Pricing & Billing

## What subscription options are available for NRL Live Pass in 2019?

If you are subscribing via NRL Live Pass or an In-App Purchase on an Apple iOS or Android device, you will have a choice of a Weekly, Monthly or Annual pass.

The Weekly pass will be priced at \$3.99, Monthly at \$14.99 and the Annual pass at \$99.99.

New customers can enjoy a free two week trial with a Weekly, Monthly or Annual subscription. The NRL Live Pass can be cancelled at any point during or after the trial.

After the free two week trial period, you will be automatically billed \$3.99 every 7 days, \$14.99 every month, or \$99.99 for the first year (365 days), to your nominated credit card, until you cancel your subscription.

## How do I purchase a new NRL Live Pass subscription?

1. Go to the App store or Google Play store
2. Search NRL Official App
3. Download and open the app on your mobile or tablet
4. Go to the 'More' tab and click on 'Live Pass Subscription'
5. Select 'Buy or Restore Live Pass' and follow the prompts

## How do I redeem my NRL Live Pass season voucher?

1. Go to the App store or Google Play store
2. Search Official NRL App
3. Download and open the app on your mobile or tablet
4. Go to the 'More' tab and click on 'Live Pass Subscription'
5. Select 'Buy or Restore Live Pass' and follow the prompts
6. Enter your voucher code when prompted

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### FAQs & Troubleshooting

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## What is the Telstra NRL Live Pass Offer?

Eligible Telstra customers can access an NRL Season Pass included as part of their mobile plan or recharge.

## Am I eligible for the NRL Live Pass offer?

Customers are eligible for the NRL Live Pass offer if they are on a consumer or small business Telstra post-paid mobile plan, mobile broadband plan with a tablet or pre-paid service when they maintain a +\$30 recharge.

**Note:** Customers need a compatible mobile or tablet.

## How do I redeem the offer?

1. Download or update the NRL Official App from the App Store or Google Play. **Note:** Data fees apply to download the app.
2. Upon opening the app, follow the prompts and you will be presented with a splash screen, tap on 'I'm a Telstra customer button'. You will need to be connected to the Telstra network, not on WiFi.
3. If Telstra detects you are a Telstra mobile customer, you will be shown a 'congratulations' screen letting you know that you now have access to stream NRL games live and data-free for the season.
4. Start watching!

\*If Telstra cannot detect you are a Telstra mobile customer, you may be on Wi-Fi. Telstra will ask you to turn off your Wi-Fi or login using your Telstra ID. Please remember to switch back to WiFi once your NRL Live Pass subscription is completed.

**Note:** You will need to turn your browser off private mode to activate the offer.

## Will I be billed for the Telstra Live Pass offer?

This Season Pass is included in your Telstra plan. You will not see this appear on your bill.

## When does the offer expire?

Redeem the NRL Season Pass offer by using your compatible Telstra mobile or tablet on the Telstra mobile network. The Season Pass expires 31 January 2020.

## I took up the 2018 Telstra Live Pass offer, am I eligible for the 2019 Telstra Live offer?

Yes, 2018 Telstra Live Pass customers are eligible for the 2019 Telstra Live Pass offer if they are still an eligible Telstra mobile customer.

## What will I pay in 2019 if I'm an existing Weekly Pass subscriber?

Telstra love to reward loyal customers and as a sign of their appreciation, your Weekly pass that is currently priced at \$1.99 will remain at that price until you cancel or change your subscription.

There is no need to do anything if you wish to remain on the \$1.99 price point. Just make sure that your credit card or payment method details are up to date.

## What happens if I was a Weekly Pass subscriber but I cancelled during the off-season or mid-way through 2018?

If you are not an active subscriber when the new 2019 pricing is released, or cancelled your subscription mid-way through 2018, you can only subscribe to the new \$3.99 price point. Unfortunately Telstra are unable to place you back onto the old pricing.

## What will I pay in 2019 if I'm an existing Monthly Pass In-App subscriber on an Android device?

Your Monthly pass that is currently priced at \$8.65 will remain until you cancel or change your subscription.

## What will I pay in 2019 if I'm an existing Annual Pass subscriber?

Your annual pricing of \$89.99 per year will remain unchanged, and will continue to enjoy the same level of access at the best value subscription option.

## How do I get billed for Live Pass?

All In-App subscriptions are billed directly via App Store (iOS) or Google Play (Android) not by Telstra. Please refer to the billing method attached to your existing app store accounts used to purchase the In-App subscription.

## Will I be billed for NRL App data usage?

Standard data charges apply when downloading or using the app. Video data usage is currently unmetered only for certain Telstra customers in respect of supported devices.

Video data usage is only unmetered for the following Telstra services:

- BigPond ADSL/Cable/NBN
- Telstra mobile handsets / tablets with any Telstra SIM (excluding International Roaming)
- Telstra Mobile Broadband (Dongles and mobile Wi-Fi hotspots) with any Telstra SIM (excluding BigPond Wireless Broadband and International Roaming)

Telstra services excluded from unmetering

- BigPond Wireless Broadband
- International Roaming
- Telstra Business Broadband
- BigPond Internet (Dial Up/ Satellite/ Hourly Plans)
- Telstra Air

**Note:** When accessing premium content, a connection charge may apply while accessing the live content server.

## I have just recently subscribed to NRL Live Pass on my iPhone, do I need to subscribe again on the iPad?

All new and existing subscribers can restore an existing active subscription on up to 10 compatible Apple / Android devices by using the restore feature on the NRL Live Pass section and logging in with the same Apple or Google ID used to make the initial subscription.

**Note:** In-App subscriptions can only be restored on multiple devices belonging to the same platform; iOS on App Store and Android on Google Play.

I've recently subscribed to Live Pass but the app doesn't seem to recognise that I'm a subscriber. What do I do?

## **On iOS**

Check that you have a valid subscription In-App Store > Apple ID/Account > Subscriptions > Manage

Check that you have downloaded the NRL Official App from the App Store using the same Apple ID that has a subscription.

Launch NRL > NRL Live Pass > Restore and enter the same Apple ID that has a subscription and this should restore your subscription on the device.

## **On Android**

Check that your device is linked with the Google Account that has a subscription under Settings > Accounts

Check that you have a valid subscription by checking the NRL Official App in Google Play Store Launch NRL > NRL Live Pass > Restore and this should restore your subscription on the device.

## **What should I do when I see a "Regrant Failed" message when attempting to restore a subscription?**

There are two possible solutions to this problem:

1. The App was downloaded with a different Apple ID. You will need to log out and log back in through the Settings option on the Device.
2. It appears the download is faulty. Please delete and reinstall the App. You will need to use the Restore button, at the bottom of the subscription page, to re-link your subscription to the device.

## **What will happen to my paid Live Pass subscription if I take up the Telstra Live Pass offer?**

For customers who signed up to their paid subscription within NRL app, if you redeem the NRL Pass and you have already signed-up for a paid subscription through the App Store or Google Play, you will still need to cancel your subscription via the relevant app store (App Store or Google Play).

