



P.O. Box 822, Lae, M.P. 411, Papua New Guinea
Ph: 472 4242/ 4343 Fax: 472 5656
Email: tolec@tolec.com.pg

CONSUMER GUIDE

WIRELESS TELEVISION



P.O. Box 822, Lae, M.P. 411, Papua New Guinea
Ph: 472 4242/ 4343 Fax: 472 5656
Email: tolectv@tolec.com.pg

Tolec UHF Wireless System

There are currently 2 main packages, with the option to add 3 other top up packages.

Information & Fees

Wireless Digital TV System

40 Forty Channels K55 per month-
PACKAGE

RAIT PRAIS

82 Eighty Two Channels K198 per month-

BIKPELA PACKAGE

ADD TO:-

Sports Package 7 Channels K35.20*

Filipino Package A 4 Channels K26.40*

Filipino Package B 4 Channels K26.40*

Indian Package 4 Channels K11.00*

Chinese Package 2 Channels K5.50*

* Must subscribe to either Rait Prais or Birkpela Package

Equipment Fee (All Inclusive) – K215.60

(Includes Set top Box, Viewing Card, UHF Antenna, Cable & connectors)
(No Hockey stick)

Individual Items

Set Top Box & Viewing Card- K148.50

UHF Yagi Antenna K44.00

Fascia Mount (hockey Stick) K44.00

20 mtr Cable & Accessories – K16.50

Replacement remote control – K33.00

HDMI Cable – K11.00

Replacement Power Supply – K33.00

*Installation Fee – K88.00



















































































(If you are unable to Install yourself)

N.B- TOLEC TV use a **UHF** Antenna
DIGICEL TV use a **VHF** Antenna





WIRELESS DIGITAL CHANNEL LIST

| | | | | | |
|----|---|---|----|-----------------------|---|
| 1 | TOLEC & RADIO |  | 41 | NAT GEOGRAPHIC |  |
| 2 | EMTV |  | 42 | NAT GEO WILD |  |
| 3 | NBC - PNG |  | 43 | COMEDY |  |
| 4 | CGTN DOCO |  | 44 | CHAN- V |  |
| 5 | EURO NEWS |  | 45 | DISCOVERY CHANNEL |  |
| 6 | ALJAZEERA |  | 46 | H-2 |  |
| 7 | *CHAN-7 OLD |  | 47 | HISTORY CHANNEL |  |
| 8 | ABC AUSTRALIA |  | 48 | CRIME INVESTIGATIONS |  |
| 9 | *CHAN-9 |  | 49 | TLC |  |
| 10 | *CHANNEL-10 |  | 50 | DISCOVERY TURBO |  |
| 11 | *SBS-1 |  | 51 | TEMP- BYU |  |
| 12 | SBS- VICELAND |  | 52 | CNBC |  |
| 13 | PEACH |  | 53 | EARTH TV |  |
| 14 | TOLEC KIDS MOVIES |  | 54 | WIN-SKIES NEWS |  |
| 15 | ABC-2 KIDS/comedy |  | 55 | BBC NEWS |  |
| 16 | *ABC-ME |  | 56 | CNN |  |
| 17 | C MUSIC CLASSIC |  | 57 | FOX MOVIES PREMIUM |  |
| 18 | TOLEC MOVIES-1 |  | 58 | HBO MOVIES |  |
| 19 | TOLEC MOVIES-2 |  | 59 | HBO FAMILY |  |
| 20 | LOTUS MOVIES |  | 60 | HBO SIGNATURE |  |
| 21 | TOLEC TV SERIES |  | 61 | HBO HITS |  |
| 22 | TOLEC MOVIES-3 |  | 62 | TOLEC TV SERIES-2 |  |
| 23 | FISHING CHANNEL |  | 63 | WARNER TV |  |
| 24 | H-2 CLASSICS |  | 64 | FOX LIFE |  |
| 25 | ABC-1 |  | 65 | TV HITS |  |
| 26 | ABC- 24 NEWS |  | 66 | SBS WORLD MOVIES |  |
| 27 | NHK WORLD |  | 67 | NICKELODEON |  |
| 28 | SCTV |  | 68 | FOX SPORT 1 |  |
| 29 | IMPARIA |  | 69 | FOXSPORT 2 |  |
| 30 | CHAN-10 |  | 70 | LIFE |  |
| 31 | 10- BOSS |  | 71 | ENTERTAINMENT |  |
| 32 | GEM |  | 72 | HISTORY CLASSICS |  |
| 33 | HITS |  | 73 | OUTDOOR CHANNEL |  |
| 34 | FOOD TV |  | 74 | WARNER TV+ 3 |  |
| 35 | FRANCE 24 NEWS |  | 75 | HBO + 3 |  |
| 36 | SBS FOOD |  | 76 | HBO FAMILY + 3 |  |
| 37 | NITV |  | 77 | HBO HITS + 3 |  |
| 38 | CHAN NEWS ASIA |  | 78 | HBO SIGNATURE + 3 |  |
| 39 | DW NEWS |  | 79 | FOX MOVIES PREMIUM +3 |  |
| 40 | 7-MATE |  | 80 | 7-TWO |  |
| | * Channels subject to change without notice | | 81 | GWN |  |
| | | | 82 | WIN |  |



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Service Area

Tolec Wireless Television Service is available in the following locations in Lae and surrounding areas including Malahang, Unitech out to 7 mile on the Okuk Highway: -





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Customer Queries

Terms and conditions relating to the supply of UHF Wireless are available on subscription to the service and are published on our website www.tolec.com.pg

Television service issues directly related to power or misuse by the customer will not be covered by Tolec Electronics. There will be a cost involved in callouts that are due to customer interference with the Set Top Box or antenna.

Any queries regarding the service, channels, fees or supply of the service can be made to 4724242 or tolectv@tolec.com.pg. These queries will be directed to the correct contact to be addressed and the customer will be emailed/ called.

Any feedback, suggestions, complaints or non-technical issues can be directed to management by emailing tolec@tolec.com.pg.

Customer complaints will be handled as soon as practical.

Complaints relating to reception/ tuning of Set Top Box or any matter related to programming will be initially dealt with over the phone, during working hours. If the problem cannot be resolved the customer will be asked to bring their Set Top Box into Tolec Office to be checked.

All customer information is confidential and used solely by Tolec for the purpose of proving the service.

Account Queries

Customers can check their authorization period via the Set Top Box. Instructions are included with the Set Top Box. The information provided includes packages subscribed to and dates for expiry.

The customer will be given notification on their Television screen from 14 days to expiry. In order to continue the service customers must pay their rental prior to the expiry date. There is no security deposit required.

A customer is automatically disconnected when their rental expires. A customer may renew/ reauthorize their box at any time. If there is a period between expiring and renewing/ reauthorizing, the box will need to be switched OFF and back ON for the service to be restored.

Tolec will strive to provide a quality, reliable service attending to any issues as they arise.

Tolec is subject to NICTA's (National Information & Communications Technology Authority) Standard and Special Conditions of Individual Licenses Rule. This is available <https://www.nicta.gov.pg/regulatory/rules/>