

Rippa® Internet Plans - Critical Information Summary

Service Description

Rippa® internet plans provide high speed internet access to your building or home via a meshed network in your area by transmitting a secure wireless signal.

Rippa plans provide symmetrical speeds (download & upload) as set out in the table below. In rural areas the speeds may not be symmetrical – we can determine this once we have your service address.

The actual speeds you experience may vary (higher or lower) depending on network usage, the equipment you are using for the service and the location of your router and other signal-extending equipment in your building. All Rippa plans offers unlimited data. Rippa's Acceptable Use Policy at www.rippa.com.au/customer-terms.

Pricing

The pricing for the Rippa plans is set out in the table below.

Plan Name	Rapid	Rocket	Ripped	Enterprise
Plan Speeds (Upload & Download)	60 / 60 Mbps	120 / 120 Mbps	300 /300 Mbps	300 Mbps plus
Monthly Plan Price	\$60	\$80	\$100	\$120
Installation Price	\$250	\$250	\$250	\$250
Modem Price	\$175	\$175	\$175	\$175

Service Availability

This service is only available to customers located at installation addresses in a serviced area. Availability for the service can be confirmed by reference to our website www.rippa.com.au, emailing us at support@rippa.com.au or by calling 1300 230 212. A site survey is likely to be required.

Our Installation Equipment

The Rippa plans service requires an antenna and mast to be installed on your roof (like a TV antenna). We will also provide cabling and a modem for the service to operate. Equipment installed will continue to be owned by Komet.

Minimum Term

There is no minimum term or fixed term contract.

Payment

The Monthly Charge and other applicable charges will be invoiced monthly in advance as a direct debit from your from your direct debit or credit card provided to us.

Service & Support

Rippa provides service support by contacting 1300 230 212 or support@rippa.com.au.

Usage Information

You can obtain information on your broadband usage by logging into your customer portal at www.rippa.com.au.

Full Terms

This information is a summary only. Visit www.rippa.com.au for our Standard Form of Agreement which sets out the full terms and conditions.

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the process outlined in our Complaints Handling Policy at www.rippa.com.au.

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent dispute resolution. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at www.tio.com.au/complaints.