

Riverland Internet Mobile Broadband Service Guarantee

Riverland Internet has introduced new Mobile Broadband Plans, which include a service guarantee. This is divided into two parts:

1. 30 Day Guarantee
2. Mobile Broadband Service Guarantee for Life

The current Mobile broadband Service Guarantee is valid until 30th September 2011 and is subject to change without notice after that date.

30 Day Guarantee

Where a new service is provisioned with a Service Qualification (SQ) Result of "Green / Green", Riverland Internet will allow the end user the opportunity to break contract without penalty, if the service at their provisioned address deteriorates to inferior or unworkable condition within the first 30 days, provided certain criteria are met.

It is important to note that "inferior" or "unworkable" condition is classified as:

1. Low or no signal at provisioned address
2. Constant inability to connect
3. Continual session dropouts, where the average session length is less than 30 minutes.

Mandatory checks and troubleshooting (as outlined below) will be required to reach the conclusion a service is not workable, before a break-contract will be permitted.

Mobile Broadband Service Guarantee for life

The Mobile Broadband Service Guarantee for Life applies beyond the initial 30 day Guarantee, and will mean that if an end user's service at their provisioned address passed SQ at the time of ordering, but deteriorates to inferior or unworkable condition during their contract term, and the carrier has marked the area as Red/Red or "no sell", Riverland Internet will permit the contract to be broken without penalty.

Mandatory checks and troubleshooting (as outlined below) will be required to reach the conclusion a service is not workable, before a break-contract will be permitted.

Mandatory Checks

Where an end user's mobile broadband service deteriorates to inferior or unworkable status, but passed SQ with Green/Green at the point of ordering, Riverland Internet & it's Suppliers agree to the following:

1. Standard troubleshooting will be performed by Riverland Internet with the end user to eliminate equipment or configuration problems, and ensure the end user is setup for optimal reception
2. A fault will be raised to our Supplier if the service is still poor
3. If the fault is lodged on or before the 30th day of the end user's contract, Riverland Internet will allow an extra 10-day extension of the "30 day guarantee" for investigation purposes.
4. Riverland Internet and our Supplier will perform reception checks using SQ & Reception tools available from the mobile carrier, and make recommendations where possible
5. If in Riverland Internet and our Supplier's opinion, the service should be workable, and all troubleshooting options have been exhausted, a fault will be escalated to the Mobile Carrier for investigation.

Possible outcomes of this investigation include:

1. The Mobile Carrier may advise the region and/or end user's location has good working mobile service/coverage, and no fault is expected
2. The Mobile Carrier may perform network adjustments or recommendations to improve service or
3. The Mobile Carrier may advise the service is deemed NQR, Congested or No-Sell Contract

Cancellation

In the event the end user's service is eligible for cancellation, the following actions will occur:

- a. Riverland Internet will approve break contact.
- b. Riverland Internet will confirm with the end user if they wish to cancel the service, or continue to use it in a roaming capacity, under the proviso the service may be poor or unworkable at their primary provisioned address.
- c. If the end user wishes to cancel, Riverland Internet will provide confirmation to our Supplier.
- d. On notice of acceptance for cancellation of contract, Riverland Internet will suspend the end user's Mobile Broadband Access
- e. Riverland Internet will instruct the end user to return the modem and sim.

f. Riverland Internet will email our Supplier with the Fault ID requesting to break the contract without Early Termination fees.

g. Riverland Internet accounts will process cancellation without an early termination fee once the equipment has been received at our office in working condition.

Conditions relating to breaking contract for “inferior” or “unworkable” services

The Mobile Broadband Guarantee only applies from 4th March 2011 on the following plans:

MBB1.5 – Contract

MBB5 – Contract

MBB9 – Contract

MBB12 – Contract

MBB18 – Contract

The contract will only be considered broken after mandatory checks are performed (as outlined), a fault is lodged, and all troubleshooting or corrective action has been exhausted, or an area is identified by the carrier as “red/red” or “no-sell”

To be eligible for the 30 day Service Quality Guarantee, the Customer must raise a fault on or before the 30th day of the contract, before 5pm. Faults lodged after the 30th day will apply for the “Mobile Broadband Service Guarantee for Life”

Note: Upon lodgement of a fault, Riverland Internet will extend the “30 day service guarantee for life” by 10 days to allow troubleshooting and investigation.

The end user is liable for all usage and charges up until the day the contract is agreed to be broken.

The end user will not be charged an early termination fee.

The end user’s mobile broadband service will be suspended, once Riverland Internet & it's Wholesaler agree to a contract termination date.

The contract will only be terminated once Riverland Internet receives the returned SIM Card & Hardware in working order.

The end user is responsible for shipping charges to Riverland Internet’s nominated address.

Riverland Internet will not be liable for any units lost or damaged in return transit. Riverland Internet recommends express or registered post.

The end user will be liable for any damaged hardware.