



Komet One Plan

Critical Information Summary

Service Description

The Komet One plan provides high speed internet access to your building or home via a meshed network in your area by transmitting a secure wireless signal.

Komet One provides symmetrical speeds (download & upload) averaging between 250Mbps and 400Mbps. The actual speeds you experience may vary (higher or lower) depending on network usage. The minimum symmetrical speeds will be 100Mbps.

Komet One also offers unlimited data (Fair Play Policy applies – see komet.net.au)

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 an address search on our website www.komet.net.au, emailing us at support@komet.net.au or by calling 1300 230 212. A site survey is likely to be required.

Pricing

The Komet One Monthly Charge is \$125 per month. The installation fee is \$250. If you want to disconnect Komet One within 6 months of installation there is additional fee of \$250.

Our Installation Equipment

Komet One 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 Method

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

Service & Support

Komet provides 24/7 service support by contacting 1300 230 212 or support@komet.net.au.

Usage Information

You can obtain information on your broadband usage by logging into your customer portal at komet.net.au.

Full Terms

This information is a summary only. Visit www.komet.net.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.komet.net.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 <http://www.tio.com.au/making-a-complaint>.