

## About the installation

### **Rivernet Ltd has a standard installation charge of \$250.00 for its satellite broadband service.**

The definition of a standard installation is as follows:

- Indoor unit (RCST) is placed adjacent to a customer owned computer or single network device and connected to it using a one metre long Rivernet supplied data cable.
- Service is provided to a single computer or network device only.
- The satellite dish is mounted either on the roof or exterior wall within 20 cable-metres of the RCST
- The customer makes a mains power outlet available for the RCST power supply, within 1m of the RCST's location.
- The computer is in good working order and able to be connected to the Rivernet service by connecting the Rivernet data cable into an existing network interface connection on the computer. The technician is able to easily alter the computer software settings to link the computer to the broadband connection.
- The customer makes available all logins, usernames and passwords requested by the installer to enable the broadband connection.

Rivernet is able to configure your installation in many different ways. We can customise your installation to suit your unique requirements but any departure from the standard installation above will be charged to you at standard market rates. If you decide to request a variation to a standard installation the installer can give you an estimate of likely charges.

The demarcation point between our equipment and yours is the end of the patch cord that is plugged in to your computer or network device.

If your computer or data network requires our installer to significantly alter settings or make repairs to enable the service to work we will charge this time to you at \$75 per hour plus any additional material charges. If you are in any doubt about your computers condition or ability to connect to broadband you are strongly advised to call us on 0508RIVERNET or consult your own IT professional.

If you report a fault in your broadband service to us, we will undertake initial diagnosis ourselves and then if necessary pass the problem on to Tuaropaki Communications Ltd, the service wholesaler. If Tuaropaki Communications Ltd request we attend to investigate your satellite equipment we will do so at no cost to you, provided the fault is proved to be in the satellite equipment. If the fault investigation proves into your computer or network equipment you will be invoiced for the cost of the first hour of fault investigation, plus any travelling time and mileage charges. Our installer may be able to repair your equipment while on site and we can invoice you for this on your usual monthly account.

The satellite service has the capability to download and upload data very quickly. You are strongly advised to invest in up to date Antivirus and Antispyware software and keep it constantly up to date. We also advise you do not install or operate file sharing or P2P software while connected to the Rivernet satellite system.

If you believe that your data usage for the upcoming month may be more than you are currently paying for in your plan please call us at the start of this period as we may be able to advise a solution. An example where this may occur is over school holidays.