



## Critical Information Summary – Redfox Connect Essentials

### INFORMATION ABOUT THE SERVICE

#### Service Description

Redfox use fixed wireless technology to deliver internet service to your building. Our services are completely separate to the NBN and delivered via our own network which is locally built and maintained.

#### Bundling

Redfox currently only offers fixed wireless internet services and there are no bundling options available.

#### Service Availability

Due to the diversity in locations and the limitations of desktop planning, Redfox installers may not be able to achieve a link via standard installation. In some instances, the service may not be available in your area and this will be assessed before proceeding with your application.

In some cases where a standard install is not possible, another visit may be required to survey what would be required to achieve a successful connection. Any additional materials and/or extended labour would be quoted before the installation takes place.

#### Minimum Term

The service is available as a 12 month or 24 month contract. The installation of your service is dependent upon your choice of contract.

**12 Month Contract** - \$400.00 including GST to be paid upfront. Customers may choose to pay this over a 12 month period (called an MRO). This is charged at \$35 per month, with the total cost being \$420.00

**24 Month Contract** - \$300.00 including GST to be paid upfront. Customers may choose to pay this over a 12 month period (called an MRO). This is charged at \$27 per month, with the total cost being \$324.00

#### Mandatory Components – Hardware Requirements

You will require a Wireless CPE to be able to access the service and this will be provided to you at the time of install. The cost for the Wireless CPE is included in your install fee.

Should you wish to connect multiple devices at once you will require a wireless router. There are several options available which can be found below under Wireless Router Options.

### INFORMATION ABOUT PRICING

#### Minimum Monthly Charge

The minimum monthly charge for Redfox Connect Essentials is \$69 per month. The below pricing table sets out the total contract charges payable over 12 and 24 month including installation.

Monthly Price	Included Data	12 Month	24 Month
\$69.00 30Mbps/ 5 Mbps	1TB Data (\$0.0069/MB)	\$828.00	\$1,656.00
<b>Total Cost including Installation</b>			
<b>Install Paid Upfront</b>		\$1,228.00	\$1,956.00
<b>Install MRO Option</b>		\$1,248.00	\$1,980.00

#### Maximum Charge and Excess Usage

Your monthly usage is calculated on both your downloads and uploads. Redfox do not charge excess usage charges on any of their services. However, once you reach your monthly data allowance, your connection speed will be reduced to 1Mbps/ 1Mbps until the end of your billing period. No additional charges apply.

Your data can be reset at a cost of \$45.00 by contacting our office.

#### Maximum Early Termination Charge

Contract Term Selected	12 month	24 month
<b>Install Paid Upfront</b>	\$1,228.00	\$1,956.00
<b>Install MRO Option</b>	\$1,248.00	\$1,980.00

The customer may cancel the service by providing written notice of their intention via email to [internet@redfoxcorp.com.au](mailto:internet@redfoxcorp.com.au).

Cancellation shall take effect no earlier than thirty days following notice being given.

If you are still under contract, a termination fee equal to the unexpired contract term multiplied by your monthly fee will apply.

#### Wireless Router Options

Router Option	Cost
Redfox Router – Own	\$179.00
Redfox Router – Leased	\$20 per month
BYO Router	\$30 once off fee

Customers may choose to purchase a new router or use their existing wireless router which can be configured to our network for a fee of \$30. We offer a third option for clients where they may lease a wireless router at a charge of \$20.00 per month. The following conditions apply:

- Leased devices remain the property of Redfox.
- The device must be returned at the end of the lease undamaged or a damage fee will be charged. The damage fee will be the RRP of the router or \$99 if the device is more than 12 months old.
- Customers may upgrade their device at no charge after a continuous period of 24 months. Router must be returned undamaged before we can provide a new device.
- If your Redfox service is cancelled, the leased device must be returned within seven days or the customer will be charged replacement value.
- BYO routers are not managed by Redfox and as such will result in extra charges should configuration changes be required.



### Standard Install Process and Inclusions

On arrival the installer will confirm line of sight to our towers located in your region.

The install begins with a tripod being mounted on the roof. The installer will try to use pre-existing holes in the roofing to minimise impact; any gaps are silicone sealed.

The connector dish is then attached to the tripod and cabled through the roof, down the walls and into the nominated location to a wall plate/point. A wireless router is then connected to the point. A standard installation to achieve line of sight to a Redfox repeater site is based on the following:

- Mast up to 1.8m height
- 1x Data point and cabling

We estimate a standard install to take up to three hours including travel time, however remains dependent upon the building.

### OTHER INFORMATION

#### Usage Information

You may view your usage at any time by logging into your customer portal at <https://portal.redfoxcorp.com.au>

#### Redfox Support Hours

Redfox Phone Support is available from 8:30AM-7.00PM Monday-Friday, and 10:00AM to 1:00PM on Saturdays and public holidays.

This excludes Good Friday and Christmas Day.

All Redfox service-related phone support is free.

Please be aware that computer-specific issues and wireless issues are not covered by this service.

#### Enquiries and Complaints

We are committed to providing you with excellent service. Please contact us directly for any enquiries or complaints:

#### CONTACT US

Address: 31 Milton Street, Mackay (across from the Showgrounds)

Phone: 07 4951 7777

Email: [internet@redfoxcorp.com.au](mailto:internet@redfoxcorp.com.au)

#### Telecommunications Industry Ombudsman (TIO)

We encourage our customers to contact us directly for any complaint they may have or unsatisfactory service they may experience. We will always do our absolute best to resolve your issue at first contact.

If you wish to contact the TIO, the information is as follows:

Phone: 1800 062 058

Email: The consumer complaint form can be found at <https://www.tio.com.au/about-us/contact-us>

#### Financial Hardship

Our Financial Hardship Policy and Application can be found on our website at [www.redfoxcorp.com.au/support](http://www.redfoxcorp.com.au/support)

#### Billing

Bills are issued monthly on the anniversary date of your install. The invoice is emailed to your nominated email address.

Any account not paid within three days of the invoice due date, will be automatically suspended until payment has been received.

Automated reminder emails are sent to advise customers as their accounts fall due.

#### GST

All prices quoted in this document are inclusive of GST.

#### Other Fees and Charges

Other fees and charges may apply throughout the term of your service in accordance with our Terms and Conditions. Some examples include Hardware Replacements, At-Fault Site Attendances and Printed Invoices.

Our Terms and Conditions can be found by visiting [www.redfoxcorp.com.au/support](http://www.redfoxcorp.com.au/support)

#### Information About Speeds

Redfox Home Plans can provide speeds up to 30Mbps depending upon the area in which you live and the service which you choose. Speeds may vary due to congestion, distance from the repeater, local conditions, hardware, software and other factors.

Speeds may be slower when your devices are connected by Wi-Fi rather than ethernet cable.

Please refer to our FAQs for further information regarding speed testing and wireless interference.

<https://redfoxcorp.com.au/residential/internet/faqs/>

#### Relocation

The cost to relocate your Redfox service is \$250 including GST. If there is less than 12 months remaining on your existing contract, you will be provided the option of a free relocation if a new 24 month contract is signed.

Redfox cannot guarantee there will be coverage at your new address and a signal test will need to be conducted to confirm viability. If you are currently under contract and there is no coverage at your new address a cancellation fee of \$250 or the remaining months of your contract (whichever is less) will be payable.

#### Does the NBN Affect My Redfox Service?

At Redfox, we own and operate our own internet infrastructure via fixed wireless services, which are completely separate from the NBN. We don't resell NBN for the pure and simple fact that we prefer to control the quality of the service provided to our clients. The NBN rollout has no effect on our new and existing customers and never will.