

Business Grade - Critical Information Summary



Plans		Business Grade 50	Business Grade 100	Business Grade 250	Business Grade 500	Business Grade 750	Business Grade 1000
Monthly Charge: 24-month Term		\$299	\$349	\$549	\$849	\$1,099	\$1,299
Monthly Charge: 48-month Term		\$249	\$299	\$449	\$749	\$949	\$1,149
Information about the Service		Redfox use fixed wireless technology to deliver internet services to your building. Redfox Business grade internet services are low contention and high availability. All connections come with a Static IP and monitoring.					
Minimum cost per contract length (Prices exclude install costs)	24 month	\$7,176	\$8,376	\$13,176	\$20,376	\$26,376	\$31,176
	48 month	\$11,952	\$14,352	\$21,552	\$35,952	\$45,552	\$55,152
Maximum Early Termination Charge (Prices exclude install costs)	24 month	\$3,588	\$4,188	\$6,588	\$10,776	\$13,188	\$15,588
	48 month	\$5,976	\$7,176	\$10,776	\$17,976	\$22,776	\$27,576
Monthly Data Allowance		Unlimited					
Speed (Download/ Upload)		50Mbps / 50Mbps	100Mbps / 100Mbps	250Mbps / 250Mbps	500Mbps / 500Mbps	750Mbps / 750Mbps	1000Mbps / 1000Mbps

Bundling

No bundling services are available with this service.

What is Not Included?

This is an ethernet hand-off service meaning a router is not supplied as part of your installation fee. Redfox does not offer an email address with this service.

Mandatory Components

Your installation includes the provision of a Point to Point Wireless Service. A router is not required for the service to work. However, should you wish to access WiFi you can purchase an eWAN WiFi router from Redfox or from your IT service provider.

Service Availability

Due to the diversity in locations and the limitations of desktop planning, installers may not be able to achieve a link via standard installation. In some instances, the service may not be available in your area. Your address must be prequalified before your application will be accepted and processed.

Static IP

Static IP Address gives your router a fixed numerical address on the internet. This service includes a Static IP address for your business.

Maximum Early Termination Charge

The customer may cancel the service by providing written notice of their intention via email to 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 50% will apply. This only applies to the internet service fees. Should you have a Rental Agreement in place, the terms of that arrangement will apply.

Standard Install Fees

Installation fees start from \$2,499 and will be provided on application. The prices are based on mapping qualification and higher rates may apply depending on your address for installation.

You will be advised of any out of scope charges before your application is processed.

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OTHER INFORMATION

Billing

If you choose to pay upfront for your service, bills for monthly service fees are issued monthly on the anniversary date of your install. Your installation fee will be due seven days after installation is completed.

Should you prefer to finance your service, your monthly fee will include the amortised cost of your installation fee. This will be explained in more detail in your Rental and Service Agreement.

GST

All prices quoted in this document are exclusive 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. Please contact Redfox for more information.

Relocation

Due to the nature of this product, the Business Grade service is not able to be relocated. We do encourage you to align your contract term with your building tenancy.

Information about Speeds

Redfox Fixed wireless speeds are variable based on congestion, distance from the repeater, local conditions, hardware, software and other factors, and the below factors.

- Performance of End-Users network equipment (such as router, switches, WiFi Extenders, Access Points etc.)
- Connecting to the router via WiFi or Ethernet LAN
- Cable quality within the building
- Amount of people using the internet at one time.

The Communications Alliance have developed the Broadband Education Package which can be found at www.commsalliance.com.au/BEP. This is a general guide to help Australian consumers better understand broadband technologies and the factors that can influence their experience when using broadband connections, trouble-shooting tips and answers to some frequently asked questions.

Redfox Support Hours

Monday – Friday: 8.30am-7.00pm

Saturday: 10.00am-1.00pm

Public Holidays*: 10.00am – 1.00pm *excludes Good

Friday and Christmas Day

All Redfox service-related 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.

Email: internet@redfoxcorp.com.au

Phone: 07 4951 7777

Address: 31 Milton Street, Mackay, QLD 4740

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 <https://redfoxcorp.com.au/legal-stuff/>.

Customer Service Contact

Please visit www.redfoxcorp.com.au if you have any queries about your plan, require technical support, would like to report a fault with your service, or would like to discuss your account. Alternatively, you can call Redfox on 07 4951 7777 or email Redfox at internet@redfoxcorp.com.au.