



Business Retail – Critical Information Summary

Plans		Business Ultimate
Monthly Charge		\$119
Information about the service		Redfox Business Retail is a stand-alone internet product which is delivered to your building using Fixed Wireless technology.
Minimum cost per contract term	12 month	\$1428
	24 month	\$2856
	36 month	\$4284
Maximum Early Termination Charge		\$2142
Monthly Data Allowance		Unlimited
Speed		50Mbps / 10 Mbps

Bundling

No bundling services are available with this service.

What is Not Included?

Redfox does not offer an email address with this service.

Mandatory Components

Your installation includes the provision of a Wireless Antenna (CPE). The cost of the CPE forms part of your Installation Fee. 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 elsewhere.

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.

Your Data Allowance

All Business Retail plans come with unlimited data.

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.

Installation Fee

In addition to the monthly charge, you may pay the following equipment and installation charges. The below 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.

Contract Term	Installation Fee
12 months	\$400
24 months	\$300
36 months	\$0

GST

All prices quoted in this document are inclusive of GST.



Business Retail – Critical Information Summary

OTHER INFORMATION

Billing

Bills are issued monthly on the anniversary date of your install. The invoice is emailed to your nominated email address. You will be given access to customer portal which allows you to view recent and historical bills as well as usage information.

Relocation

Should you wish to relocate your service, Redfox will provide a quotation at the time of your request. 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, our standard termination charges will apply.

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, Relocations and Printed Invoices. Please contact Redfox for more information.

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.

For further information relating to data usage, you can download our Data and Wireless Usage Guide by visiting <https://redfoxcorp.com.au/wp-content/uploads/2019/01/Data-and-Wireless-Usage-Guide.pdf>

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. To access our internal dispute resolution process, please visit <https://redfoxcorp.com.au/wp-content/uploads/2018/09/Redfox-Customer-Dispute-Policy.pdf>

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/support/financial-hardship-policy/>.

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.