



NBN® Fixed Wireless Network – Critical Information

Summary

PLANS	Fixed Wireless Plus	Fixed Wireless Home Plus	Fixed Wireless Super Fast
Monthly Charge	\$95	\$109	\$125
Contract Term	No Contract Term	No Contract Term	No Contract Term
Monthly Data Allowance	Unlimited Data	Unlimited Data	Unlimited Data
Typical Evening Download Speeds (7pm - 11pm)	47Mbps - This service can perform to a maximum of 100Mbps download	90Mbps - This service can perform to a maximum of 250Mbps download	120Mbps - This service can perform to a maximum of 400Mbps download
Typical Evening Upload Speeds (7pm - 11pm)	5Mbps - This service can perform to a maximum of 20Mbps upload	8Mbps - This service can perform to a maximum of 20Mbps upload	8Mbps - This service can perform to a maximum of 40Mbps upload

SERVICE DESCRIPTION

NBN is not a Redfox controlled service, and whilst we offer support locally, we are unable to control or influence the NBN's back-end configuration of the network.

Nbn® broadband service uses NBNC® fixed wireless infrastructure to deliver broadband to your premises. This service can perform to a maximum of 400Mbps download and 40Mbps upload, but these speeds can be affected by a range of factors including line of sight to the tower, nbn® cell congestion and nbn® backhaul congestion. We will let you know after connection if nbn® has reported congestion on your cell, and whether nbn® has provided us with a forecast date for a fix.

SERVICE AVAILABILITY

Fixed Wireless is available anywhere that is covered by nbn's® fixed wireless broadband service.

WHAT IS NOT INCLUDED?

This product is an internet only service. Redfox does not offer an email address with this service.

MANDATORY COMPONENTS

nbn® will need to install (no cost) an antenna on your premises with internal wall cabling and a device inside your premises, next to a power point.

A router will be required to allow wireless connectivity which can be purchased from Redfox. Alternatively, you can supply your own router provided it is not from another carrier and we will configure this for you for \$30. Please note technical support cannot be provided on BYO routers.

The minimum requirements for a BYO router are as follows:

- WiFi 6 Router with 1Gbps ethernet ports.

NEW DEVELOPMENT FEE

The nbn® may charge a \$300 new development fee for the cost of deploying network infrastructure to new premises or dwellings. This fee may be applied to each new premises requiring a nbn® connection. This includes, but is not limited to, new dwellings, lots under reconstruction, and new buildings requiring a new mailing address. We will inform you upon signup if this fee may apply.

MAXIMUM CHARGE AND EXCESS USAGE

Redfox do not charge excess usage charges on any Skynet services as all service plans provide unlimited data.

EARLY TERMINATION

The customer may cancel the service by providing written notice of their intention via email to internet@redfoxcorp.com.au.

Charges will apply up to the end of the current billing period for which the cancellation was requested.

All rooftop hardware and nbn® equipment remains at the property.

GST

All prices quoted in this document are inclusive of GST.



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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.

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

below factors.

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

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

ACCEPTABLE USE POLICY

You must comply with Redfox's Acceptable Use Policy. We may take action to suspend or cancel your account should this policy be breached.

BROADBAND EDUCATION

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, troubleshooting tips and answers to some frequently asked questions.

FINANCIAL HARDSHIP

Our Financial Hardship Policy and Application can be found on our website or by following this link [Financial Hardship Policy](#).

CUSTOMER SERVICE

If you have any queries about your service or require technical support, please contact us using one of the following methods:

Email: internet@redfoxcorp.com.au

Call:

Phone the office on 07 4951 7777

Website: Review FAQs or submit a web form inquiry

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

COMPLAINTS

If you have a complaint regarding your service, please contact us so we can resolve your issue as quickly as possible. Should you feel that we cannot resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman (TIO) by visiting <https://www.tio.com.au/> or by calling 1800 062 058