



## NBN® Fibre Fast Network Critical Information Summary

PLANS	FIBRE FAST	FIBRE SUPER FAST
Monthly Charge	\$105	\$115
Contract Term	No Contract Term	No Contract Term
Monthly Data Allowance	Unlimited Data	Unlimited Data
Typical Evening Download Speeds (7pm - 11pm)	97mbps - This service can perform to a maximum of 100Mbps download	248mbps - This service can perform to a maximum of 250Mbps download
Typical Evening Upload Speeds (7pm - 11pm)	16mbps - This service can perform to a maximum of 20Mbps upload	21mbps - This service can perform to a maximum of 25 Mbps 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 Co infrastructure to deliver broadband to your premises. This service can perform to a maximum of 250Mbps download and 25Mbps upload, but these speeds can be affected by a range of factors including, 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

Fibre Fast is available anywhere, where nbn's® has rolled out the 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 an 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.

### FIBRE CONNECT IMPORTANT INFO

FTTN Fibre Connect: NBN will charge a \$200 inc GST downgrade/cancellation fee if you downgrade your plan below a 100/40Mbps plan, if the service transfers to a different provider or if the service is cancelled within 12 months of the service connecting to FTTP. This cost will be on-charged by Redfox to yourself in the event this fee is incurred.

During the pre-scope phase NBN may advise that additional infrastructure (e.g. trenching and conduit) may be required to complete the install at your own cost.

### IMPORTANT NOTE FOR FTTP AND FTTC CUSTOMERS

Your copper phone line will be taken over by the connections. This means that you need to transfer to an IP phone service (Internet – based Phone) or you will lose your current landline phone connection.

You may find that all phone sockets within your premises are disabled.

If you have more than one phone line into your property, you can opt for nbn® on one line, and to keep your landline on the other, for a service fee of \$297. Please be aware that the second line will be shut down in 18 months from the time nbn® went live in your area.



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### QUALIFICATIONS

- Please note that the service may be restricted and/or cancelled if:
- You fail to pay your bill.
- You are abusive to our staff.
- You breach our terms and conditions or fair use policy available at [www.redfoxcorp.com.au/useful-info](http://www.redfoxcorp.com.au/useful-info)

### 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.

### MAXIMUM CHARGE AND EXCESS USAGE

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

### MINIMUM TERM OF THE SERVICE

This service is month-to-month with no fixed term.

### SET-UP FEE

There is no set-up fee for this service.

### 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.

### GST

All prices quoted in this document are inclusive of GST.

### BROADBAND EDUCATION

The Communications Alliance have developed the Broadband Education Package which can be found at [www.commsalliance.com.au/BEP](http://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.

### 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

### 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](mailto: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