



Fibre Fast Plus – Critical Information Summary

	Fibre Fast Plus 100/40
Unlimited Minimum Monthly Charge	\$105
Unlimited Maximum Monthly Charge	\$105
Typical Evening Download Speeds (7pm - 11pm)	97Mbps
Typical Evening Upload Speeds (7pm - 11pm)	33Mbps
Early Termination Charge	\$0
Minimum Term (Months)	1

INFORMATION ABOUT THE SERVICE

What is the service?

Redfox's nbn® broadband service uses NBNCo infrastructure (e.g. Fibre To The Premises) to deliver broadband to your premises.

Where is it available?

These services are available anywhere nbn® has been rolled out – for more details please visit <https://www.nbnco.com.au/learn/rollout-map>

What do I need to access the service?

- Where applicable, nbn® will need to install equipment on the outside and inside (near a power point) of your premises. A person over 18 will need to be home for this appointment.
- You will need an NBN-ready modem/router (see equipment fees on the following page).

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 FTTN 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.

Minimum term of the service

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

Do I have to bundle anything with the Service?

Bundling is not compulsory. You can opt to add other options on top of your internet service such as a static IP.

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



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INFORMATION ABOUT PRICING

Excess Usage

There are no excess usage charges.

Set-up Fee

There is no set-up fee for this service.

Equipment Fees

You don't have to purchase an NBN-ready modem/router from Redfox Internet, but we can provide you with one if you prefer with prices starting from \$179.

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 sign up if this fee may apply.

Other Possible Costs

If you bundle your broadband service with a phone service or feature such as a static IP, your monthly costs may be different.

You can change your plan at any time for no fee. If upgrading your plan before the end of your monthly billing cycle, you will need to pay the difference between your current plan and new plan. If you wish to downgrade your plan, please note we do not prorate refunds on plan downgrades.

GST

All prices quoted in this document are inclusive of GST.

EXIT FEES

There are no exit fees for this service.

OTHER INFORMATION 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, trouble-shooting 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.