



## Redfox Internet Critical Information Summary

### PRICING SUMMARY

PLANS	ESSENTIAL	ELITE	EXPLORER
Monthly Charge	\$89	\$119	\$139
Contract Term	No Contract Term	No Contract Term	No Contract Term
Monthly Data Allowance	Unlimited Data	Unlimited Data	Unlimited Data
Download Speeds*	20 – 50Mbps	50 – 150Mbps	100 – 300Mbps
Upload Speeds *	5 – 8Mbps	10 – 40Mbps	10 – 40Mbps
Minimum Term	1 Month	1 Month	1 Month
Minimum Total Cost (includes minimum \$200 router fee and first month)	\$289	\$319	\$339

\*Stated speeds and uninterrupted use of Services are not guaranteed.

### SERVICE DESCRIPTION

Redfox's Internet Service utilises cutting-edge fixed wireless technology to deliver high-speed internet to your premises. During installation, a small antenna is mounted on your roof, connecting to our repeater tower. A cable runs from the antenna to a data point inside your premises, which then connects to your purchased router.

### SERVICE AVAILABILITY

The network is available only in areas where a near line of sight to an enabled tower can be achieved. Our desktop mapping team will confirm your eligibility before installation.

### WHAT IS NOT INCLUDED?

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

### MANDATORY COMPONENTS

Your installation includes a wireless antenna (CPE) and the PoE Injector, which remains the property of Redfox.

### ROUTER

To facilitate wireless connectivity, a router must be purchased. Select a Redfox Router on your application form and we will configure and install the selected router pack during your onsite appointment.

Redfox does not support third-party routers from other providers. If you wish to use a different make or model, you must notify Redfox in advance to confirm network compatibility. Please note that technical support is not provided for Bring-Your-Own (BYO) devices.

### MAXIMUM CHARGE AND EXCESS USAGE

Redfox does not charge excess usage fees, as all service plans include unlimited data.

### PLAN CHANGES

Plan changes can be requested by contacting our team using the Customer Service details listed on this document. Plan changes can take effect immediately or be scheduled for a later date.

Once the change occurs, you will see a prorate charge for the new service and credit note for the former.

### RELOCATION

If you wish to relocate your service, Redfox offers one free relocation per 12-month period, provided the new address is within a Redfox serviceable area.

Additional relocations will be quoted at the time of your request. Please note, coverage at the new address is not guaranteed, and a signal test is required to confirm viability.

### OTHER FEES AND CHARGES

Additional fees and charges may apply throughout the term of your service in accordance with our Terms and Conditions. Examples include hardware replacements, at-fault site attendances, static IP addresses, and printed invoices. Please contact Redfox for more information.

### CUSTOMER CANCELLATION

Customers may cancel their service by completing the approved Redfox Cancellation Form which is obtained by contacting our office. A 30-day notice period applies and charges will apply until the end of the current billing period in which the cancellation request is made. No prorata refunds are provided if cancelled partway through a billing period.

All rooftop hardware remains the property of Redfox and must be collected within 30 days of cancellation request. If we are not granted and facilitated access to the property during this time, an additional fee of up to \$650 will apply.



## INFORMATION ABOUT SPEEDS

Redfox is responsible for delivering your internet service up to the “LAN” port on the PoE Injector located inside your property. This is known as the **demarcation point**.

Anything beyond this point – including WiFi coverage or internal network performance – is managed by your own networking equipment. While Redfox can recommend devices that may improve your internal experience, we suggest consulting an IT professional if you encounter speed issues beyond the demarcation point.

Factors which could impact your service experience:

- Poor WiFi coverage / interference.
- WiFi vs Ethernet LAN connection.
- Old WiFi chipset in ageing devices.
- Cable faults and quality within the home.
- Issues with end-user equipment such as routers, switches, WiFi extenders, APs, etc.
- Number of people using the internet at once.
- Maxing out plan speeds (download or upload).

## REDFOX SUSPENSION / TERMINATION

Your Service may be restricted or terminated immediately if:

- You fail to pay your account.
- You engage in abusive or threatening behaviour towards Redfox staff.
- Your activity poses a security risk to our network.
- You engage in defamatory or inappropriate conduct on social media.
- You breach our Terms and Conditions or Fair Use Policy.

## GST

All prices quoted in this document include GST.

## BILLING

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

## ACCEPTABLE USE POLICY

You must comply with Redfox’s Acceptable Use Policy. Failure to adhere to this policy may result in suspension or cancellation of your account.

## FINANCIAL HARDSHIP

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

## BROADBAND EDUCATION

The Communications Alliance has developed the Broadband Education Package, available at [www.commsalliance.com.au/BEP](http://www.commsalliance.com.au/BEP). This guide helps Australian consumers better understand broadband technologies, the factors that can influence their experience with broadband connections, troubleshooting tips, and answers to frequently asked questions.

## 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

## COMPLAINTS

If you have a complaint regarding your service, please contact us so we can resolve the issue as quickly as possible. If 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.

As the TIO is an office of last resort, they cannot process your complaint until you have first given us the opportunity to consider it.

## REDFOX SUPPORT HOURS

- Monday – Friday: 8:30 am - 7:00 pm
  - Saturday: 10:00 am - 1:00 pm
  - Public Holidays\*: 10:00 am – 1:00 pm
- \*Excludes Good Friday and Christmas Day

