



Skynet Network – Critical Information Summary

PLANS	T-75	T-125	T-275	T-350
Monthly Charge	\$99	\$109	\$119	\$129
Information about the service	Redfox use fixed wireless technology to deliver high speed internet without the need for cables or fibre connections. Redfox does not connect to the NBN and is delivered via our locally owned and operated network.			
Contract Term	No Contract Term	No Contract Term	No Contract Term	No Contract Term
Installation Fee	\$0	\$0	\$0	\$0
Monthly Data Allowance	Unlimited	Unlimited	Unlimited	Unlimited
Total Minimum Cost inc. Installation	\$99	\$109	\$119	\$129
Speed	75/20 Mbps	125/25 Mbps	275/30Mbps	350/50Mbps

SERVICE DESCRIPTION

Redfox's Skynet Service is delivered over cutting edge fixed wireless technology to provide fast internet to your premises. During installation, a small antenna will be placed on your roof which communicates back to our repeater tower. This is then cabled down into a data point within your premises, which in turn plugs into your purchased router.

SERVICE AVAILABILITY

The Skynet Network is only available where we can achieve near line of sight to a Skynet enabled tower. Our desktop mapping team will prequalify your address before accepting your application.

WHAT IS NOT INCLUDED?

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

MANDATORY COMPONENTS

Your installation includes the provision of a Wireless Antenna (CPE) which remains the property of Redfox.

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.

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 remains the property of Redfox and must be collected within 2 weeks of your cancellation request. If we are unable to access your premises to retrieve our equipment within this time period, you will be charged a fee of \$450.

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

Redfox Fixed wireless speeds are variable based on congestion, distance from the repeater, local conditions, hardware, software and other factors, and the below factors.

- Poor WiFi coverage.
- 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.
- 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, 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.