Redfox Internet
Critical Information Summary (CIS)

PRICING SUMMARY

PLANS	FS-100	FS-200
Monthly Charge	$75	$110
Contract Term **	No Contract Term	No Contract Term
Monthly Data Allowance	Unlimited Data	Unlimited Data
Download Speeds*	100Mbps	250Mbps
Upload Speeds *	20Mbps	40Mbps
Minimum Term	1 Month	1 Month
Minimum Total Cost over 12 months (includes $249 router fee, installation and first month)	$1248	$1669

Speeds referenced are maximum available speeds, are not guaranteed and may be slower during times of congestion.
*** Minimum term is 1 month, however early termination prior to 12 months will incur a prorated Installation Contribution Fee.*

SERVICE DESCRIPTION

Redfox's Internet Service uses fixed wireless technology to deliver high-speed internet to your premises. A small antenna is installed on your roof and connects to the Redfox network. A cable runs from the antenna to a data point inside your premises, which connects to your 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.

MANDATORY COMPONENTS

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

ROUTER

A Redfox-ready router will be provided at no cost on installation, provided you remain connected for a minimum of 12 months. If you cancel within the first 12 months, the full RRP of the router will be charged. RRP may vary depending on the router model and current pricing.

Redfox does not support third-party routers supplied by other telecommunications providers. If you wish to use an alternative router, you must notify Redfox before installation to confirm compatibility with our network.

PLAN CHANGES

You can request a plan change by contacting our Customer Service Team. Upgrades can take effect immediately or be scheduled for a later date. Downgrades can only take effect from the start of your next billing period. Where applicable, your invoice will show a prorated charge for an upgraded plan and a credit for the previous plan.

CUSTOMER CANCELLATION

Customers may cancel by completing the Redfox Cancellation Form, available by contacting our office. A 30-day notice period applies, with charges continuing until the end of the current billing period. No prorated refunds are provided.

All rooftop hardware remains Redfox property and must be accessible for collection within 30 days of cancellation. If access is not provided, a fee of up to $650 may apply.

INSTALLATION CONTRIBUTION FEE

A professional installation fee of $100 applies. If you cancel within the first 12 months, a hardware contribution fee of $360 will apply. This fee reduces by $30 for each full month you remain connected and reaches $0 after 12 months.

Examples

- Cancelling after 3 months: $270 fee
- Cancelling after 6 months: $180 fee

- Cancelling after 12 months: no fee applies

The hardware contribution fee contributes towards the cost of installation and does not provide the customer with ownership of, or entitlement to, any Redfox hardware or equipment.

INFORMATION ABOUT SPEEDS

Redfox delivers your internet service up to the "LAN" port on the PoE Injector inside your property. This is known as the **demarcation point**.

Anything beyond this point – including WiFi coverage and internal network performance – is managed by your own 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 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.

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.

BROADBAND EDUCATION

The Communications Alliance has developed the Broadband Education Package, available at www.commsalliance.com.au/BEP. This guide helps Australian consumers better understand broadband technologies.

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

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.

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