

Redfox Basic Plan – Essential Critical Information Summary

PLANS	ESSENTIAL
Monthly Charge	\$89
Contract Term **	No Contract Term
Upfront Installation Fee	\$0
Monthly Data Allowance	Unlimited
Minimum Total Cost ** (includes \$249 router fee and first month)	\$698
Download Speeds *	20 – 50 Mbps
Upload Speeds *	5 – 8 Mbps

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

** 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 utilises cutting-edge fixed wireless technology to deliver 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 offer an email address with this service. This product does not offer a Static IP.

MANDATORY COMPONENTS

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

ROUTER

A router must be purchased when signing up to a Redfox plan. The recommended retail price (RRP) of routers may vary depending on the model and current pricing. Redfox does not support third-party routers provided by other telco companies. However, if you wish to use a different make or model, you must notify Redfox in advance to ensure the device is compatible with our network.

MAXIMUM CHARGE AND EXCESS USAGE

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

PLAN CHANGES

You can request a plan change by contacting our Customer Service Team. Changes can take effect immediately or be scheduled for a later date. Once updated, your invoice will show a prorated charge for the new plan and a credit for the old one.

CANCELLATION OF SERVICE

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.

INSTALLATION CONTRIBUTION FEE

Redfox covers the full cost of your installation which is valued at \$600. If you cancel within the first 12 months, an installation contribution fee of \$360 applies. This fee is reduced by \$30 for every full month you remain connected until it reaches \$0 after 12 months.

Examples:

- Cancelling after 3 months: fee is \$270
- Cancelling after 6 months: fee is \$180
- Cancelling after 12 months: no fee applies

This fee relates only to contributing toward the installation cost. It does not give the customer any ownership or entitlement to Redfox hardware or equipment.



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.

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 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).

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.

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.

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.

GST

Prices quoted in this document are inclusive of GST.

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.

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, 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

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

