



Redfox – Change of Home Plan Details

Redfox Corporation Pty Ltd – 31 Milton Street – Mackay – QLD 4740

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Customer Information	
Date of Advisement: (All changes will take effect from your next billing date)	
Account Name	
Customer ID#	

Home Plan Selection					
<p>***Speeds may vary due to congestion, distance from the cell, local conditions, hardware, software and other factors*** Usage is calculated from both downloads and uploads for the month.</p>					
X	Plan Selection	Usage Allowance	Price per Month (Price per MB)	Download/Upload Speed	Shaped
	Redfox Connect Basic	100 GB	\$39.95 (\$0.00146/MB)	12Mbps / 1Mbps	Yes
	Redfox Connect Essentials	300 GB	\$59.95 (\$0.00078/MB)	15Mbps / 2Mbps	Yes
	Redfox Connect Unlimited Essentials	Unlimited GB	\$69.95 (\$0.00049/MB)	15Mbps / 2Mbps	No
	Redfox Connect Essentials Max	1 TB	\$89.95 (\$0.00034/MB)	30Mbps / 5Mbps	Yes
	Redfox Connect Unlimited Max	Unlimited	\$99.95 (\$0.00018/MB)	30Mbps / 5Mbps	No
PLEASE NOTE					
<p>Once you reach your monthly GB allowance, your connection speed will be reduced to 1Mbps/1Mbps until the end of your billing period. No additional charges apply. Your plan can be changed once per billing cycle. This can be done with a phone call or email to our office. You will be charged pro-rata based on the remainder of your billing period for any difference in price. This will not affect your normal billing date. Downgrading your plan incurs an administrative fee of \$20 (including GST).</p>					

Terms and Conditions

DISCONNECTION

Redfox reserves the right in its sole discretion and without prior notice to suspend and / or terminate the customer's access to the Service at any time for violating the AUP (Acceptable Use Policy). Redfox also reserves the right to suspend, filter or block, and / or terminate the customer's access if the customer's account is being used to exploit or attack the service or the networks of others. If the customer's account has been compromised and attempts to reach the customer and / or to have the customer repair a security breach fail, Redfox reserves the right to suspend or terminate the customer's service. If the customer's account has fallen into arrears, Redfox reserves the right to suspend or terminate the customer's service. If the customer's access is suspended or terminated, Redfox, in its sole discretion, may refuse to accept all new e-mails sent to the customer's terminated e-mail address and delete the customer's data stored on the service. The customer may cancel the account by providing written notification of his / her intention to do so via email / facsimile / postal mail. **Cancellation shall take effect no earlier than 30 days following notice being given, or such longer period as the customer requires. If you are under contract, you will be required to pay an early termination fee of \$250 or the remainder of your contract (monthly fee * months remaining), whichever is less, plus any hardware repayments outstanding.** If cancellation is requested immediately by the customer, the customer's monthly plan fee is payable for the notice period. Customer is liable for damages as a result of negligence whether wilful or otherwise.

PERSONAL DETAILS

It is the **customer's responsibility** to notify Redfox of any change in Name, Postal/Email Address, Phone Numbers and Credit Card Details. These details can be changed with a call to the office or by emailing internet@redfoxcorp.com.au.

REDFOX.NET.AU Account

All correspondence being forwarded to the customer by Redfox will be sent to the customer's nominated email address. It is the **customer's responsibility** to check the nominated account regularly.

INVOICES

Invoices can be retrieved from the 'My Account' page of the Redfox website or sent automatically via email. Redfox does not provide paper invoices.

PAYMENT

Redfox Internet services are billed monthly in advance. The onus is on the customer to make sure that the account does not fall into arrears. **Overdue accounts are automatically placed on hold after 10 days**, so it is critical that you read correspondence from Redfox in relation to your account to avoid deactivation. Automated reminder emails are sent 3 days prior to disconnection

LIABILITY – INTELLECTUAL PROPERTY

Redfox does not authorise or encourage the use of services provided by Redfox to the customer for the purpose of infringing intellectual property rights. The customer assumes all liability for any breach of copyright carried out by the customer or using the customer's account and indemnifies Redfox against any liability or claim in respect of such breach, including any legal costs incurred by Redfox in the conduct of proceedings or which Redfox may be ordered to pay to any other party.

OTHER CONDITIONS RELATING TO REDFOX ONLY



1. It is essential that the cabling to Redfox Internet equipment is not altered in any way. Redfox will not be held liable for any injury or damage which may be caused as a result of such modification.
2. Any damage, either by act of nature or otherwise (this includes lightning, theft, water, storm damage and cyclone), caused to the equipment is the responsibility of the customer.
3. **An early termination of contract will require the customer to pay the residual amount owed (residual = number of months remaining on contract multiplied by the monthly plan fee), or \$250, whichever is less. This fee may be waived or reduced at the sole discretion of Redfox.**
4. The costs involved because of a change of address will be the customer's responsibility. This cost is \$250 including GST. Redfox does not guarantee the new location will fall within our coverage area. If service is not available at new location, a reduced cancellation fee will apply - \$150 or the remainder of your contract, whichever is less.
5. To upgrade in plans is free of charge. To downgrade your plan will incur a \$20 fee (including GST).
6. Any changes, repairs, cabling and/or relocation must be performed by an engineer approved in writing by Redfox, or all Redfox warranties and liabilities will be considered null and void.
7. Installation work is warranted for 90 days. Any damage arising after this period is the responsibility of the customer.
8. Maintenance will be conducted within 4 business days for Residential Plan customers, weather permitting. **There is a flat fee of \$149.00 including GST for any call out resulting in No Fault Found.**
9. There is a charge to replace any hardware not under warranty. This charge is \$149 for connectors and \$120 for routers.
10. All signal tests, Installations and Maintenance will not be conducted in wet weather conditions due to OH&S regulations.

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Acceptance of Terms and Conditions

I agree that Redfox Corporation has advised me of the above. I have read and understood the terms and conditions associated with contracting Redfox Corporation.

Please sign below to confirm your acceptance of these, and this contract.

Customer Signature:	 _____
Printed Name:	 _____
Date:	□□ / □□ / □□□□