

Business Grade - Critical Information Summary



Plans		Business Grade 20/5	Business Grade 30/10	Business Grade 20/20
Monthly Charge		\$239	\$289	\$349
Information about the Service		Redfox use fixed wireless technology to deliver internet services to your building. Redfox Business grade internet services are low contention and high availability. All connections come with a Static IP and monitoring.		
Minimum cost per contract term	12 month	\$3,517	\$3,917	\$4,437
	24 month	\$6,385	\$7,385	\$8,625
	36 month	\$9,253	\$10,853	\$12,813
Maximum Early Termination Charge		\$4,551	\$5,451	\$6,531
Monthly Data Allowance		Unlimited	Unlimited	Unlimited
Speed		20Mbps / 5Mbps	30Mbps / 10Mbps	20Mbps / 20Mbps
What is not included?		This is an ethernet hand-off service meaning a router is not supplied as part of your installation fee. Redfox does not offer an email address with this service.		
Required Hardware		Your installation includes the provision of a Wireless Antenna (CPE). The cost of the CPE forms part of your Installation Fee. A router is not required for the service to work. However, should you wish to access WiFi you can purchase an eWAN WiFi router from Redfox or from your IT service provider.		
Service Availability		Due to the diversity in locations and the limitations of desktop planning, installers may not be able to achieve a link via standard installation. In some instances, the service may not be available in your area. Your address must be prequalified before your application will be accepted and processed. Please note that the Business Grade 20/20 Plan is only available from certain locations.		

Bundling

No bundling services are available with this service.

Static IP

Static IP Address gives your router a fixed numerical address on the internet. This service includes a Static IP address for your business.

Your Data Allowance

All Business Grade Services come with unlimited data.

Maximum Early Termination Charge

The customer may cancel the service by providing written notice of their intention via email to internet@redfoxcorp.com.au. Cancellation shall take effect no earlier than thirty days following notice being given. If you are still under contract, a termination fee equal to the unexpired contract term multiplied by 50% will apply.

Standard Install Process and Inclusions

The install begins with a tripod being mounted on the roof. The installer will attempt to use pre-existing holes in the roofing to minimise impact; any gaps are silicone sealed. The CPE is then attached to the tripod and cabled through the roof, down the walls and into the nominated location to a wall plate/point.

A standard installation to achieve line of sight to a Repeater Site is based on the following:

- Mast up to 3m height
- 1x Data point

On occasion, some sites will present a higher degree of difficulty and complexity to install or relocate a service. If additional labour or materials are required, extra charges will apply in addition to the Installation Fee. Please refer to the section titled "Extra Charges".

OTHER INFORMATION

In addition to the monthly charge, you may pay the following equipment and installation charges. The below prices are based on mapping qualification and higher rates may apply depending on your address for installation. You will be advised of any out of scope charges before your application is processed.

Contract Term	Installation Fee
12 months	\$649
24 months	\$449
36 months	\$249

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Billing

Bills are issued monthly on the anniversary date of your install. The invoice is emailed to your nominated email address.

GST

All prices quoted in this document are inclusive of GST.

Extra Charges

Occasionally, some sites need additional hardware to overcome site complexities at the point of installation. This may require additional materials or labour not covered under the standard installation fee. In this case additional labour and materials required will be at the End-User's expense.

Type	RRP inc GST
Mast Extension 3m	\$100
Mast Extension 6m	\$700
Mast Extension 15m	\$2000
Additional Labour	Variable
Additional Materials	Variable

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.

Relocation

Should you wish to relocate your service a \$250 relocation fee will apply. 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. If you are currently under contract and there is no coverage at your new address, our standard termination charges will apply.

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.

- 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.

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.

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 and wireless issues are not covered by this service.

Enquiries and Complaints

We are committed to providing you with excellent service. Please contact us directly for any enquiries or complaints:

Email

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

Telecommunications Industry Ombudsman (TIO)

We encourage our customers to contact us directly for any complaint they may have or unsatisfactory service they may experience. We will always do our absolute best to resolve your issue at first contact.

If you wish to contact the TIO, the information is as follows:

Phone: 1800 062 058

Email: The consumer complaint form can be found at <https://www.tio.com.au/about-us/contact-us>

Financial Hardship

Our Financial Hardship Policy and Application can be found on our website at <https://redfoxcorp.com.au/legal-stuff/>.

Customer Service Contact

Please visit www.redfoxcorp.com.au if you have any queries about your plan, require technical support, would like to report a fault with your service, or would like to discuss your account. Alternatively, you can call Redfox at 07 4951 7777 or email Redfox at internet@redfoxcorp.com.au.