



## Residential Fixed Wireless – Critical Information Summary

Plans		Swift 500	Swift Unlimited	Eagle Unlimited	Falcon Unlimited
Monthly Charge		\$49	\$69	\$79	\$99
Information about the service		Redfox use fixed wireless technology to deliver internet service to your building. Our services are all delivered via our locally owned and operated network.			
Minimum cost per contract term	12 month	Not Applicable	\$1,228	\$1,348	\$1,588
	24 month	\$1,476	\$1,956	\$2,196	\$2,676
	36 month	\$1,764	\$2,484	\$2,844	\$3,564
Maximum Early Termination Charge		\$888	\$1,242	\$1,422	\$1,782
Monthly Data Allowance		500GB (\$0.098/GB)	Unlimited		
Speed		20/2Mbps	20/5 Mbps	30/5 Mbps	50/5Mbps

### Bundling

No bundling services are available with this service.

### 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). 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 elsewhere.

### 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.

### Maximum Charge and Excess Usage

Your monthly usage is calculated on both your downloads and uploads. Redfox do not charge excess usage charges on any of their services. However, once you reach your monthly data allowance, your connection speed will be reduced to 1Mbps/1Mbps until the end of your billing period. No additional charges apply. Your data can be reset at a cost of \$45.00 by contacting our office.

### 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.

### Installation Fee

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.

Plan	12 month contract	24 month contract	36 month contract
Swift 500	Not applicable	\$300	Not applicable
Swift Unlimited	\$400	\$300	\$0
Eagle Unlimited	\$400	\$300	\$0
Falcon Unlimited	\$400	\$300	\$0

Customers may choose to pay their activation charge over a 12-month period (called an MRO). This is charged at \$35 per month for a \$400 install fee, with the total cost being \$420. For a \$300 install fee this is charged at \$27 per month, with the total cost being \$324.

### 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. If you are currently under contract and there is no coverage at your new address, our standard termination charges will apply.

#### 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.

- 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.

For further information relating to data usage, you can download our Data and Wireless Usage Guide by visiting <https://redfoxcorp.com.au/wp-content/uploads/2019/01/Data-and-Wireless-Usage-Guide.pdf>

The Communications Alliance have developed the Broadband Education Package which can be found at [www.commsalliance.com.au/BEP](http://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. To access our internal dispute resolution process, please visit

<https://redfoxcorp.com.au/wp-content/uploads/2018/09/Redfox-Customer-Dispute-Policy.pdf>

#### 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/support/financial-hardship-policy/>.

#### Customer Service Contact

Please visit [www.redfoxcorp.com.au](http://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 on 07 4951 7777 or email Redfox at [internet@redfoxcorp.com.au](mailto:internet@redfoxcorp.com.au).