

# Critical Information Summary

## Fixed Wireless – Standard Plans



### Information about the service

Red Broadband provides residential fixed wireless services by connecting your premise into our existing wireless network. Our system is not reliant on the phone lines and instead uses a wireless broadband modem and antenna installed onto your roof. We then connect the modem to your computer or home/office network via an RJ45 Ethernet cable. Our service plans are divided into two sub-sections named '**Metro**' and '**Regional**'. Your distance from the Perth Metropolitan area will determine the category that you fit into.

### Requirements and availability

Our fixed wireless service eligibility is based on the line of site from your premise to a nearby repeater. The service is available within our coverage zones. To get further information regarding whether we are able to provide a service to your area, please call one of our team on **1300 551 331** or email us on [sales@redbroadband.com.au](mailto:sales@redbroadband.com.au)

If you wish to share our connection with multiple devices, you will need to connect a Wireless access point or network switch to our service. If you do not already own one, Red Broadband can provide one to you at an additional cost. *NOTE:* Only equipment supplied by Red Broadband is supported by Red Broadband staff.

### Minimum Term

Red Broadband's plans are available with either no lock-in contract or we have options for 6 months, 12 months or 24 months contract lengths. More information regarding setup fee's for our different contract lengths can be found below.

### Included Features

Up to 5 E-mail Addresses	Local Australian based support
Free Plan Upgrade	Uploads are not counted towards your quota

### Information about Pricing

#### Monthly Charges

Plan Name	Monthly Fee	Monthly Included Data	Total Min Price (No contract – including setup fee)	Total Min Price (6 Month contract – including setup fee)	Total Min Price (12 Month contract – including setup fee)	Total Min Price (24 month contract – including setup fee)	Unit cost per 1GB of data included in plan
Metro 1	\$39.95	20GB	\$338.95	\$468.70	\$668.40	\$1,107.80	\$2.00
Metro 2	\$49.95	50GB	\$348.95	\$528.70	\$788.40	\$1,347.80	\$1.00
Metro 3	\$59.95	100GB	\$358.95	\$588.70	\$908.40	\$1,587.80	\$0.60
Metro 4	\$69.95	250GB	\$368.95	\$648.70	\$1,028.40	\$1,827.80	\$0.28
Metro 5	\$79.95	500GB	\$378.95	\$708.70	\$1,148.40	\$2,067.80	\$0.16
Metro 6	\$109.95	1000GB	\$408.95	\$958.70	\$1,508.40	\$2,787.80	\$0.11

Plan Name	Monthly Fee	Monthly Included Data	Total Min Price (No contract – including setup fee)	Total Min Price (6 Month contract – including setup fee)	Total Min Price (12 Month contract – including setup fee)	Total Min Price (24 month contract – including setup fee)	Unit cost per 1GB of data included in plan
Regional 1	\$49.95	20GB	\$378.95	\$578.70	\$848.40	\$1,397.80	\$2.50
Regional 2	\$59.95	50GB	\$388.95	\$638.70	\$968.40	\$1,637.80	\$1.20
Regional 3	\$69.95	100GB	\$398.95	\$698.70	\$1,088.40	\$1,877.80	\$0.70
Regional 4	\$79.95	250GB	\$408.95	\$758.70	\$1,208.40	\$2,117.80	\$0.32
Regional 5	\$89.95	500GB	\$418.95	\$818.70	\$1,328.40	\$2,357.80	\$0.18
Regional 6	\$119.95	1000GB	\$448.95	\$998.70	\$1,688.40	\$3,077.80	\$0.12

## Installation/Setup Fee's

Contract Term	Metro Pricing	Regional Pricing
No Contract	\$299.00	\$329.00
6 Month Contract	\$229.00	\$279.00
12 Month Contract	\$189.00	\$249.00
24 Month Contract	\$149.00	\$199.00
Double Storey Surcharge	\$150.00	\$150.00

## Excess Usage

When you have reached your data allowance, your connection will be shaped to 512/512Kbps.

## Cancellation Fees

Cancellation fee's are charged when a contract is cancelled before the contract term has expired. The cancellation fee will be charged at a rate of \$25 per month remaining in the contract or \$150, whichever amount is lesser.

## Other Information

### Usage information

You will receive email notification when you have reached 50%, 85% or 100% of your quota. Additionally, you can check your usage online using our members portal: <https://secure.redbroadband.com.au/> or you can call our staff to enquire.

### Customer service contact details

You can contact our Sales, Support and Accounts team by calling **1300 551 331** or emailing us at [support@redbroadband.com.au](mailto:support@redbroadband.com.au). Support hours are 9am to 6:30pm on Monday to Friday and 9am to 4:30pm on Saturdays.

### Dispute resolution process

If you feel dissatisfied with the outcome of your enquiry or our support and you wish to take the matter further, please follow our complaints process. You can find our complaints handling policy here: - <http://www.redbroadband.com.au/support/>

### Telecommunication Industry Ombudsman

If you have followed the complaint handling process as above and you are still dissatisfied with the outcome then you can contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling **1800 062 058** or by visiting [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)