RedSpeed

# Critical Information Summary

**Fixed Wireless 250**, 250/20
RedSpeed Technologies Pty Ltd · ABN 59 695 633 302

## Information about the service

A fixed broadband service provided by RedSpeed Technologies Pty Ltd over the national nbn network. An nbn connection at your address is required; availability is confirmed at order.

### What's included

- Unlimited data
- Static IP included
- Fixed Wireless qualification required

**Typical evening speed** (7pm–11pm): we do not yet have enough statistical information from our own customers to publish a typical busy-period speed for this plan. We will publish it once we do. We would rather tell you that than quote a number we have not measured.

## Information about pricing

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| **Minimum monthly charge** | $99 per month |
| **Minimum term** | 1 month. This is a month-to-month plan with no fixed-term contract. |
| **Total minimum price** | $99 (one month, if cancelled before the next billing period) |
| **Early termination charge** | $0. There is no fixed term, so leaving costs you nothing beyond the billing period you are in. No pro-rata refund is given for the remainder of a period already paid for. |

**Charges set by nbn that we pass on at cost**, if they apply to your address. They are confirmed with you before you order, and most connections attract none of them.

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| **Standard connection** | $0 |
| **New development charge** | $300.00, nbn's charge for a premises in a new development |
| **Professional installation** | $165.00, where nbn must send a technician |
| **Additional installation** | $297.00, a second connection at the same premises |

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| **Transfer fee** | $5.50, moving an existing service to RedSpeed |

All prices include GST and are in Australian dollars.

## Other information

**Usage information.** You can view your usage at any time in your RedSpeed account.

**Customer service.** hello@redspeed.com.au · +61 412 521 711

**Complaints.** If you are not satisfied, contact us first at hello@redspeed.com.au or +61 412 521 711 and we will work with you to resolve it. If your complaint is not resolved to your satisfaction, you may contact the Telecommunications Industry Ombudsman (TIO): phone **1800 062 058** or online at **tio.com.au/making-a-complaint**. The TIO is an independent dispute resolution service, free to consumers.

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