



WELCOME TO THE FAST-PACED WORLD OF REDTRAIN CONNECTIVITY!

Dear Homeowner,

Congratulations on purchasing your new home, equipped with **Redtrain** connectivity as your fibre telecommunications wholesaler.

Moving into a new home is exciting, and we understand that setting up your internet services can be a bit overwhelming. **Redtrain** Networks is here to simplify this process, allowing you to enjoy your smart devices and appliances immediately.

Who is Redtrain Networks?

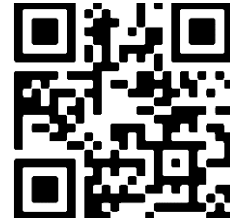
Redtrain Networks is an Australian-owned wholesale fibre provider, committed to delivering the holistic next-generation 6-cores Fibre-to-the-Premises solutions. Our 10 Gigabit Ready fibre network is designed to offer unparalleled connectivity to residents, tenants, and businesses, supporting the infrastructure needs of smart, connected communities. We ensure stable connectivity for occupants and transient visitors on their journey through this iconic development, aligning with the federal government's National Broadband Network Strategy and the "Telecommunications in New Developments" (TIND) policy.

Preparing for move-in day.

Connecting your new home to services over the Redtrain Network.

Make the Most of Fast Internet Access

- **Customised Plans:** Our Retail Service Providers (RSP) offer a variety of plans and speeds to match your lifestyle, some with no lock-in contracts.
- **High-Quality Streaming:** Enjoy fast connection speeds* for uninterrupted movies, TV shows, music, and more.
- **Effortless Remote Work and Learning:** A reliable connection* ensures seamless video calls and quick downloads for working or learning from home.
- **Enhanced Gaming Experience:** Benefit from high bandwidth for quicker downloads and smoother gameplay.



Ready to Experience Redtrain

Scan the QR code or visit redtrain.com.au/residents/ to view the step-by-step guide to get connected today.

**Speeds depend on your chosen RSP and plan.*

Before you connect

14-day free trial: Through our Retail Service Providers (RSPs), we offer pre-installed routers, providing free internet at 100Mbps with unlimited data for the first 14 days after activation.

Get Connected Step-by-Step!

To ensure your internet is up and running on move-in day, we recommend the following steps:

- Select Your RSP:** Connect your selected Retail Service Provider (RSP) through a phone and internet provider (not directly via Redtrain). Visit www.redtrain.com.au/residents/ for options.
- Find the Right Plan:** Contact your chosen RSP for a Redtrain Powered Plan. It's worth considering your usage. Do you have multiple people on multiple devices at the same time? Or are you simply using the internet to email friends or send photos?
- Organise Connection:** Your RSP will handle the connection and necessary equipment.
- Pay your NDC:** If applicable*, a one-time new development connection (NDC) fee of \$300 Inc GST applies, in line with major carrier requirements.

*Please check with your developer for applicability

Redtrain's Retail Service Provider (RSP)

- After the 14-day free trial, you can select one preferred RSP from the list provided and arrange your internet service.



Consider your home internet set-up before you move-in: How your home internet is set-up can be an important factor. We've provided some tips that can help you to make informed decisions on optimising your set-up and how to make the most of your internet connection.

- **Consider your Wi-Fi coverage**
Place your modem in a raised position and avoid hiding it away behind a TV or in a cupboard, as these spots can make its signal weaker.
- **Check your equipment quality**
You should always use cables supplied with any new equipment, and check that you have the latest model of modem from your provider.
- **Avoid interference**
Electronics like microwaves, wireless security systems and cordless phones can interfere with wireless signals, so try to keep them away from your modem.
- **Turn off or consider replacing older devices**
Some devices that are more than ten years old may impact the speed of connection between your modem and other devices in your home.

* Conditions, eligibility and costs will apply – please speak with your preferred provider. Additional costs may apply to providers, who may choose to pass this charge onto their customers. Your experience on Redtrain FTTP, including speed, depends on your internet provider, plan, equipment quality and if you use the internet at peak times.

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