

Critical Information Summary - NBN 50/20 (Family Favourite)

PRICE

Monthly charge: \$85. Total minimum cost: \$85. Typical evening speed: 50 Mbps.

Service provider: NETPAL Limited - ABN 45 645 594 743

Phone: 1800 845 048 | support.netpal.com.au

THE SERVICE

A broadband internet service delivered over nbn(TM), Opticomm, 4G/5G or satellite, depending on availability at your address.

CONTRACT TERM

No lock-in contract. You may cancel at any time without exit fees.

DATA

Unlimited data.

EQUIPMENT

Wi-Fi 6 modem \$149, Mesh 2-pack \$299, Mesh 3-pack \$399 (optional, or BYO).

SPEEDS

Speeds shown are typical evening speeds (7pm-11pm). Actual speeds vary with connection technology and in-home setup.

COMPLAINTS

Contact us first on 1800 845 048. If unresolved, you may contact the Telecommunications Industry Ombudsman on 1800 062 058 or tio.com.au.

This document is a DRAFT placeholder pending legal review.