



Critical Information Summary

nbn® broadband · Residential plans · v1.0 · 26 July 2026

Service to be provided. NETPAL delivers **unlimited nbn® broadband** to your home over the nbn® network, through our wholesale partners. NETPAL is your retail service provider — one Australian team looks after your connection, billing and support. This summary covers our three residential nbn plans. Before you order, we check what’s available at your exact address.

Plan	Everyday nbn 25/10	Family favourite nbn 50/20	Speed demon nbn 500/50 POPULAR
Monthly charge	\$79 \$70	\$93 \$85	\$99 \$95
Typical evening speed (7pm–11pm)	25 / 9 Mbps	49 / 18 Mbps	500 / 48 Mbps
Maximum line speed	25 / 10 Mbps	50 / 20 Mbps	500 / 50 Mbps
Data	Unlimited	Unlimited	Unlimited
Minimum term	None — month to month	None — month to month	None — month to month
Early termination charge	\$0	\$0	\$0
Minimum monthly cost	\$70	\$85	\$95

All prices include GST and are per month. Monthly charge shown is NETPAL’s current price — the regular price is struck through. Speeds are shown as **download / upload**. Actual speeds depend on your nbn connection type, your equipment and how you use the internet (see below).

Information about the service

What is the service?

An unlimited home broadband service delivered over the nbn® network. Depending on your address, nbn® reaches your home by one of several connection technologies (see “nbn connection types”), which can affect the top speed available to you.

Where is it available?

Anywhere the nbn® network is available. We qualify your exact address first and only offer the plans your address can actually get — check instantly at netpal.com.au or call us and we’ll check for you.

What you need

- An nbn-ready Wi-Fi modem. You can **bring your own** compatible modem, or buy one from us (see charges).
- nbn® may need to install equipment inside and outside your home. Someone aged 18+ must be home for that appointment.
- On HFC and FTTC, nbn® supplies a connection device / network termination device at no charge.

What’s included

- Unlimited data — no excess-usage charges and no speed shaping.
- No lock-in contract — leave any time.
- Australian-based support, 7 days.

Your nbn connection type

nbn® reaches different homes in different ways. Your address determines which of these you get — and on the copper-based types, the maximum speed you can actually reach may be lower than the plan’s headline speed. We confirm your connection type when we qualify your address.

FTTP — Fibre to the Premises	Fibre runs all the way to your home. Supports the full speed of every plan.
HFC — Hybrid Fibre-Coaxial	Fibre to a nearby point, then the existing “pay-TV” coaxial cable into your home. Supports all plans. nbn® supplies the connection box.
FTTC — Fibre to the Curb	Fibre to a pit at the street, then a short copper run to your home. nbn® supplies a connection device. High speeds usually available; the short copper can limit the very top tiers.
FTTB — Fibre to the Building	Fibre to your apartment/office building’s comms room, then existing copper to your unit. Common in apartments; top speed depends on the in-building copper.
FTTN — Fibre to the Node	Fibre to a street cabinet, then existing copper to your home. Speed depends on the copper length and quality, so the fastest tiers may not be attainable.
Fixed Wireless	An antenna on your roof connects to a nearby nbn® tower. Used in regional areas; plan availability depends on the tower.
Sky Muster™ satellite	For remote premises with no fixed-line or wireless coverage. Different plans and speeds apply — we’ll advise if this is your only option.

Important for FTTN, FTTB and FTTC (copper) homes. Your existing copper phone line is taken over by the nbn® connection. If you want to keep a home phone you'll need to move to an internet-based (VoIP) phone service — otherwise your old landline will stop working, and some wall phone sockets may go dead.

Pricing & charges

Monthly plan charge Billed monthly in advance. See the table above for each plan.	\$70–\$95/mth
Standard set-up / activation Free — unless your address needs a New Development Charge (below).	\$0
Wi-Fi modem (optional — or bring your own)	\$99 once
Mesh Wi-Fi — 2-pack (optional)	\$199 once
Mesh Wi-Fi — 3-pack (optional)	\$299 once
New Development Charge (NDC) Applies only to a brand-new premises being connected for the first time — see “How the New Development Charge works” below.	\$300 (nbn®) \$550 (Opticomm)
Reprocessing fee Charged only if a scheduled payment actually fails (e.g. a declined card or a failed direct debit).	\$10

How the New Development Charge (NDC) works. Some brand-new premises — new builds, subdivisions, and homes that have never had a connection — need the network to build new infrastructure and send a technician out to install the service. The network operator charges a one-off fee for this: **\$300 inc GST on the nbn® network**, or **\$550 on Opticomm**, depending on which network serves your address. Because a technician appointment has to be booked, a new-development connection takes longer to activate than a standard one. If your address needs an NDC we'll tell you upfront, handle all the paperwork and coordination with the network for you, and get you connected as fast as possible.

Minimum cost. Because there's no lock-in, the least you can pay is one month's plan charge — **from \$70**. Any equipment above is a one-off, optional extra. There is no exit or early-termination fee.

Billing, changes & other information

Billing & payment

Plans are billed monthly in advance. Set up automatic payment by **credit card** or **direct debit**, or pay each bill by **PayID** or **bank transfer (BSB / Account)**. You can view and manage your account through your NETPAL customer portal.

Changing your plan

Change plan at any time at no charge. If you upgrade mid-cycle you pay the difference; downgrades apply from your next cycle.

Changes to pricing

If we change your plan price in a way that's materially detrimental to you, we'll give you at least 30 days' written notice — and with no lock-in, you're free to leave.

Speeds

Typical evening speeds are measured 7pm–11pm. Your real-world speed also depends on your connection type, in-home wiring and Wi-Fi, your equipment, and the websites/services you use.

Cancelling your service

There's no lock-in, so you can cancel at any time. Please note that if you cancel within your **first month**, that month is **not refunded**. Before you cancel, we'd ask you to stay connected and let us work through it with you — most early problems come down to **equipment** (particularly if you're using your own modem rather than one supplied by us) or a **line fault**, and we can usually resolve these, including by arranging a technician visit where it's needed.

Help & complaints

Before you get in touch — try our troubleshooter. If your service drops, the step-by-step troubleshooting guide and the simple guided troubleshooter on our **Support** page fix around **95% of issues** in a few minutes. If it's still not working after that, reach out and we'll help.

Contact us

Phone 1800 845 048 — 9am to 5pm, Monday to Friday

WhatsApp — 24/7 — find the details on our **Contact** page; please allow up to 30 minutes for a team member to reply

Email support@netpal.com.au

Web netpal.com.au

Not happy? Make a complaint

Contact us first and we'll do our best to fix it. If we can't resolve it to your satisfaction, you can contact the

Telecommunications Industry Ombudsman (TIO) for free, independent help: **1800 062 058** or **tio.com.au**.

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