

Offer Summary	Netspeed Urban Fixed Wireless Broadband N.B. All prices quoted include GST	
Service Overview		
Description	4G and 5G Urban Fixed Wireless Broadband.	
Availability	Our 4/5G Wireless Broadband solutions are excellent in most locations. Netspeed has partnerships with private networks and other connection options in many areas, if your connectivity is challenged talk to us to see if 5GHz Wireless Broadband or Fibre Broadband is an option in your area.	
Service Charge Monthly	4G Plans:	Free Static IP available on request
Date loaded 1/3/2026	120GB - \$69.95 per month	
	300GB - \$74.95 per month	
	1000GB - \$80 per month	
	5G Plans:	
	1000GB - \$95 per month	
	120GB plan has hard data cap, stops once limit reached. Additional data: 10GB - \$15	
	300GB and 1000GB plans run at full speed until data cap is reached then speed is limited to 5mbps until the end of the billed period or plan is upgraded.	
Additional data charge	Data packs are available, one off, or auto renew each month however upgrading your plan is often the cheapest option. We recommend that in all instances you, ring our support team to discuss. You will receive an email before your connection stops, act then, so you can have uninterrupted service.	
Set up Charge	There is no set up charge. All products are sold as self-install.	
Other charges	If you need hardware – routers, antennas, wifi extenders the options to meet your requirements will be discussed with you to find the best product. Routers are available from \$350 Antennas are available from \$150	

Broadband Performance	<p>Check out our average broadband speeds article in our Support Zone.</p> <p>Netspeed has other options in many areas, if your connectivity is challenged talk to us.</p>
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Other information	
Minimum contract period	<p>All Netspeed plans are sold with no contract, UNLESS you buy into a promotion, which may have a contract period, T&C's will be provided.</p> <p>If you purchase discounted hardware, there will be a period stated in the terms and conditions. If you terminate within that period you must either return the equipment in good condition or pay a fee based on the remainder of the term.</p>
Notice period	No fixed notice period, will take effect just before your next renewal date.
Other requirements	Turning your connection on and off has a one-month minimum charge. You must inform when you want it turned off, charges will apply until you advise us. Any credit will be held until next time you connect.
Traffic Management	We don't have any traffic management protocols in place on our network. However, the 4/5G towers do have some traffic management in place during busy times.
Service Restrictions	N/A
Fair Use	https://netspeed.net.nz/acceptable-use-policy
Effects on other services	<p>In the event of a broadband service disruption any systems which rely on the internet to operate will be impacted.</p> <p>E.g. During a power cut to your premises, and without a power back-up device connecting the modem/router and phone, these devices and your internet and landline services will not work, and you will not be able to call emergency services on 111 via your Netspeed home phone service.</p> <p>Provisions are in place for vulnerable consumers, see our support page for more information.</p>
Complaints	Complaints are dealt with by the company management team
Disputes	Disputes can often be resolved by the team member who takes your call. If your complaint cannot be resolved by the support team they will pass on to Netspeed Management, who will review the information and be in touch with you.
Other info	