

Offer Summary	Netspeed 5Ghz Wireless Broadband N.B. All prices quoted include GST	
Service Overview		
Description	5Ghz Fixed Wireless Broadband	
Availability	Our 5Ghz Wireless Broadband solutions are available in parts of Canterbury, Wanaka and Oamaru. Netspeed has partnerships with private networks and other connection options in many areas, if your connectivity is challenged talk to us to see if 4/5G Broadband or Fibre Broadband is an option in your area.	
Service Charge Monthly	NS30 - \$40	Free Static IP
Date loaded 1/3/2026	NS60 - \$50	
	NS100 - \$60	
	NS200 - \$80	
	NS300 - \$100	
	NS400 - \$120	
	NS Unlimited - \$135	
Additional data charge	<p>When you get to 80% of the data cap used you will get an email with an option to change the setting between:</p> <ul style="list-style-type: none"> - Speed reduces once you get to cap to 128kbps - Continue at full speed and pay for any data used over your cap. <p>The setting you select stays until you change it</p> <p>Upgrading your plan is often the cheapest option.</p> <p>We are always happy to find the best option for you, ring the support team to discuss.</p>	
Set up Charge	Standard installation with antenna and router kits starts at \$700.	
Other charges	Depending on complexity of installation there may be additional charges.	

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.
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	