

Offer Summary	Residential Fibre Broadband N.B. All prices quoted include GST	
Service Overview		
Description	Residential Fibre Broadband	
Availability	Our Fibre Broadband solutions are excellent where the main Fibre Companies (LFC's) have infrastructure (Chorus, Enable, Tuatahi, North Power and Network Tasman). Netspeed has partnerships with private networks and other connection options in many areas. If fibre isn't in your area talk to us to see if 5GHz Wireless Broadband or 4/5G Broadband is an option for you.	
Service Charge Monthly	Fibre Mini - \$69 per month	Free Static IP included
Date loaded 1/3/2026	Fibre Boost - \$99 per month Fibre Max - \$110 per month	
Additional data charge	N/A	
Set up Charge	There is no set up charge. All routers are sold as self-install. Standard ONT installation up to 200m from the roadside fibre termination point is generally free with all LFC's. If the installation is non-standard a scope will be done by the LFC to determine the cost for installation.	
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 \$99	
Broadband Performance	Check out our average broadband speeds article in our Support Zone. Plan speeds: Fibre Mini: 100 download / 20 upload Fibre Boost: 500 download / 100 upload Fibre Max: 900 download / 500 upload Netspeed has other options in many areas, if your connectivity is challenged talk to us.	

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	30-day notice period required for termination.
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. Standard notice period applies.
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	