Critical Information Summary

Home NBN 500/50 Mbps · Unlimited data

NET2000 Pty Ltd
ABN 51 073 565 447
Version 1.0 · Effective 3 November 2026

Key information about this offer

Service	Residential NBN broadband, speed tier 500/50 Mbps, **unlimited data** (subject to our Fair Use Policy), always-on dynamic IP address (static IP is not available on home plans). Internet only - no phone or VoIP service.
Minimum monthly charge	**$129** per month (incl. GST)
Minimum total cost	**$3,096** over 24 months (24 × $129; no setup fee)
Maximum monthly charge	$129 per month (no usage charges)
Minimum term	**24 months**, starting on your activation date. After that, month to month with no early termination charge.
Early termination	If you cancel within the 24-month term, an early termination charge applies: monthly charge × remaining months of the term, pro-rated for part months. Maximum: $129 × 24 = $3,096. Example: $129/month with 6 months left = $774. Any unpaid charges for services already provided also remain payable.
Important conditions	Needs NBN FTTP or HFC. Speed is not guaranteed (see Speed). NBN Co charges, such as new development fees, are passed on at cost; we'll tell you before they apply.

Speed

500/50 Mbps is the NBN speed tier: the maximum possible speed, generally available in off-peak periods. It is not a guaranteed speed.

Typical busy-period speed (7pm–11pm): 425 Mbps download / 42 Mbps upload.

Suits a busy household streaming 4K video, video calling, gaming and downloading at the same time.

Wi-Fi range and interference, older devices or routers, in-home cabling and many devices in use can reduce speed. A central router, cabled devices and newer equipment help.

Availability & technical limitations

- 500/50 Mbps needs an NBN **Fibre to the Premises (FTTP)** or **HFC** connection. Not available on FTTN, FTTB, FTTC, Fixed Wireless or Satellite; we check your address first.
- In most cases NBN services **will not work during a power failure**. Keep a charged mobile phone for emergencies.
- **Medical or security alarms:** check with your alarm provider that it works on the NBN (and alternatives) before signing up. Register medical alarms on NBN Co's Medical Alarm Register (nbn.com.au).

Equipment

No modem/router is included. Bring your own NBN-compatible router, or buy one from us (optional): **MikroTik 5-port router with Wi-Fi, $299** one-off (incl. GST). Warranty: 12 months through NET2000 (or the manufacturer's warranty period if shorter), or directly with the manufacturer for its warranty period, if any.

For good Wi-Fi coverage across a home we usually recommend a mesh Wi-Fi system, such as TP-Link Deco. This is a recommendation only.

Pricing

Item	Charge
Home NBN 500/50 Mbps	**$129** per month
Setup / connection fee	$0 - no setup fee
Modem / router	Not included. Optional MikroTik 5-port Wi-Fi router: $299 one-off
Excess data / cost per GB	None - unlimited data
Other charges	NBN Co charges passed on at cost. We'll tell you about any other charge before it applies.
Minimum total cost	**$3,096** = 24 × $129. Excludes the optional router.

Data & usage

Unlimited data, not shaped, subject to our Fair Use Policy. No excess charges; we never slow your service for using data. For typical day-to-day Australian home use, not hosting servers or data use well beyond reasonable use. Policy: net2000.com.au/fair-use-policy.html. For your usage information, contact us on (03) 9738 0005 or support@net2000.com.au.

Billing & payments

Billed monthly in advance from your activation date. Pay by credit card, internet banking (EFT) or PayID: all fee-free, no card surcharge. No late payment fee. Bills are emailed; paper bills are free on request.

Other information

- Full terms: our Terms and Conditions (Standard Form of Agreement). This CIS is a summary only. See also our Fair Use Policy, Acceptable Use Policy, Payment Assistance Policy and Privacy Policy.
- You must be 18 or over to sign up.
- Cooling-off: 5 business days after you sign up, for any sale; 10 business days where the law requires it (for example, unsolicited sales).
- Your price is locked for the 24-month term. If we make a change that is materially detrimental to you, you can leave within 30 days without an early termination charge.
- Upgrades to a higher plan are free and don't restart your term.

Customer service

(03) 9738 0005 (Mon–Fri, 9am–4pm)
Sales: sales@net2000.com.au · Support: support@net2000.com.au
PO Box 2210, Bayswater VIC 3153 · net2000.com.au

National Relay Service: accesshub.gov.au/about-the-nrs, then ask for (03) 9738 0005.
Interpreter (TIS National) 131 450 · 需要口译员？请致电 131 450 · Cần thông dịch viên? Gọi 131 450 · Serve un interprete? Chiama il 131 450 · Χρειάζεστε διερμηνέα; Καλέστε 131 450 · هل تحتاج إلى مترجم؟ اتصل بالرقم 131 450

Complaints

Please contact us first: phone or email support@. We acknowledge phone complaints straight away and others within 2 working days, give you a reference number, and aim to resolve within 15 working days. Our Complaint Handling Process and Payment Assistance Policy are at net2000.com.au/cis.html.

Telecommunications Industry Ombudsman (TIO)

If you are not satisfied with how we handled your complaint, you can contact the TIO. It is **free** and independent.
Phone **1800 062 058** · tio.com.au