

# Critical Information Summary

NBN Upload Plus Plans · Effective 1 June 2026



## INFORMATION ABOUT THE SERVICE

Zettagrid's nbn® broadband service uses the nbn® network to deliver high-speed internet to your premises. Speeds above 100/40 Mbps require select technologies (e.g. FTTP). Your premises must be nbn® connected before activation, an adult (18+) must be present at installation, and you'll need an nbn®-compatible modem/router.

NBN services are not available everywhere. Check availability: [Rollout Map](#)

Min. Contract Term	Cancellation Notice	Plan Change Fee	Early Termination Fee
1 month (rolling)	30 days written notice	\$29	None (1 month contract)

## INFORMATION ABOUT PRICING

### Plan Fees

	U250	U500	U1000	U2000
Monthly Data	Unlimited	Unlimited	Unlimited	Unlimited
Min/Max Monthly Charge	\$144	\$174	\$204	\$264
Eve. Download (7pm–11pm)	246 Mbps	492 Mbps	600 Mbps	1,650 Mbps
Eve. Upload (7pm–11pm)	83 Mbps	167 Mbps	334 Mbps	465 Mbps
Minimum Term	1 month	1 month	1 month	1 month

No excess usage charges apply. All plans are Bring Your Own Modem/Router.

### Other Fees

Fee Type	Amount (inc. GST)
Incorrect callout fee	\$330
Order reschedule fee	\$95
Cancellation prior to delivery	1 month service fee

## OTHER INFORMATION

### Communications Alliance Education Package

The Communications Alliance provides a guide to help Australians understand broadband technologies and performance factors.

[commsalliance.com.au/BEP](https://commsalliance.com.au/BEP)

### Financial Hardship Policy

If you are experiencing financial difficulty, Zettagrid has a Financial Hardship Policy to assist you: [View our Financial Hardship Policy](#)

### Standard Form Customer Contract

Our full terms and conditions, including the Standard Form Customer Contract, are available on our website: [zettagrid.com/terms/](https://zettagrid.com/terms/)

### Customer Service

Email	support@zettagrid.com
Phone	1300 597 656
Hours	8am–5pm AWST, Mon–Fri (excl. pub. holidays)
Contact	zettagrid.com/contact-us/

### Dispute Resolution & TIO

If dissatisfied, contact us first at [zettagrid.com/terms/dispute-escalation-process/](https://zettagrid.com/terms/dispute-escalation-process/). If unresolved, escalate to the TIO (1800 630 614 | [tio.com.au/making-a-complaint](https://tio.com.au/making-a-complaint)).