RedSpeed

Critical Information Summary

Fast, 500/50
RedSpeed Technologies Pty Ltd · ABN 59 695 633 302

Information about the service

A fixed broadband service provided by RedSpeed Technologies Pty Ltd over the national nbn network. An nbn connection at your address is required; availability is confirmed at order.

What's included

- Unlimited data
- Static IP included
- 500/50 Mbps on eligible nbn connections

Typical evening speed (7pm–11pm): we do not yet have enough statistical information from our own customers to publish a typical busy-period speed for this plan. We will publish it once we do. We would rather tell you that than quote a number we have not measured.

Information about pricing

Minimum monthly charge	$99 per month
Minimum term	1 month. This is a month-to-month plan with no fixed-term contract.
Total minimum price	$99 (one month, if cancelled before the next billing period)
Early termination charge	$0. There is no fixed term, so leaving costs you nothing beyond the billing period you are in. No pro-rata refund is given for the remainder of a period already paid for.

Charges set by nbn that we pass on at cost, if they apply to your address. They are confirmed with you before you order, and most connections attract none of them.

Standard connection	$0
New development charge	$300.00, nbn's charge for a premises in a new development
Professional installation	$165.00, where nbn must send a technician
Additional installation	$297.00, a second connection at the same premises

Transfer fee	$5.50, moving an existing service to RedSpeed

All prices include GST and are in Australian dollars.

Other information

Usage information. You can view your usage at any time in your RedSpeed account.

Customer service. hello@redspeed.com.au · +61 412 521 711

Complaints. If you are not satisfied, contact us first at hello@redspeed.com.au or +61 412 521 711 and we will work with you to resolve it. If your complaint is not resolved to your satisfaction, you may contact the Telecommunications Industry Ombudsman (TIO): phone **1800 062 058** or online at **tio.com.au/making-a-complaint**. The TIO is an independent dispute resolution service, free to consumers.

Catalogue version 2026-10-21. This is a summary only. Full terms are in our Standard Form of Agreement at https://redspeed.com.au/terms/.