Crazytel NBN Misc Fees and Charges

The one-off and optional charges that can apply to CrazyNBN and SuperCrazy NBN services. All prices include GST.

Effective 3 November 2026 | **Free call 1800 272 998** | **helpdesk@crazytel.com.au** | **crazytel.com.au**

Prices include GST

Every amount on this page includes 10% GST. The ex-GST price is shown alongside.

Charged to your balance

CrazyNBN is prepaid. Any fee below comes out of your account balance.

Fees can change

These fees can change at any time. The current version is always at crazytel.com.au/legal/documents.

Installation and connection

Service	Ex GST	Price (inc GST)
Initial standard installation	$0.00	$0.00
Greenfields (new development) installation fee, per service location	$272.72	$299.99
Subsequent installation, including new copper pair (excludes labour and materials over and above NBN's initial standard installation)	$270.00	$297.00
NBN HFC-NTD or FTTC-NCD professional installation when self installation is indicated	$150.00	$165.00
Labour rate, per hour (rounded up to the nearest hour)	$70.00	$77.00 per hour
AVC order withdrawal before the service is activated	$0.00	$0.00

Service changes, faults and appointments

Service	Ex GST	Price (inc GST)
Access component reactivation	$5.00	$5.50
Service transfer fee (external or internal)	$5.00	$5.50
Service transfer reversal	$5.00	$5.50

Service	Ex GST	Price (inc GST)
Fault raised to the carrier that is not found on the carrier's network (no fault found)	$150.00	$165.00
Late cancellation of an appointment, or a missed appointment	$75.00	$82.50

IP addressing

Service	Ex GST	Price (inc GST)
CGNAT	$0.00	$0.00
IPv4 static IP address	$4.55	$5.00 per month
Routed subnet (blocks of 4 and above): setup	$5.00	$5.50 one-off
Routed subnet (blocks of 4 and above): monthly, per block of 4	$8.00	$8.80 per month
Reverse DNS (RDNS) setup	$15.00	$16.50

Monthly charges are charged in advance on the 1st of each month and are pro-rata for part months. A static IP or routed subnet is never moved to CGNAT.

Questions about a charge?

Call **1800 272 998** or email **helpdesk@crazytel.com.au**. The plan's own charges are in its Critical Information Summary, and billing is explained in our Pre-Paid Billing Policy.

Crazytel (Crazy Telecommunications Pty Ltd), ABN 66 629 066 771. Version 1.0, 3 November 2026.