Crazytel.com.au

PrePaid - CrazyNBN 25/5

Critical Information Summary. Prepaid NBN broadband with unlimited data. Month to month, no lock-in contract, bring your own modem.

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

Plan at a glance

Monthly price	**$59.95 per month, charged in advance from your prepaid balance**
NBN speed tier	25/5-10 Mbps: the maximum speed of the tier, only possible in off-peak periods
Typical evening speed (7pm to 11pm)	**25 Mbps download / 4 Mbps upload**
Available on these NBN technologies	**FTTP, HFC, FTTB, FTTC, FTTN and Fixed Wireless**
Not available on	None. Available on every NBN technology
Data	Unlimited
Contract	None. Month to month, with no early termination charges
Setup fee	$0.00
Fault service level	Standard, included. Enhanced fault service levels aren't available on this plan.
Fault reporting	**Online only, in Crazytel MyAccount.** Support staff can't lodge faults for you
Minimum cost	The pro-rata charge from your connection day to the end of that month, up to $59.95

Charges

Charge (all prices include GST)	Amount
Monthly plan fee	**$59.95**
First month	Pro-rata: monthly fee ÷ days in the month × days connected
Static IP (optional, add or remove in MyAccount)	$5.00 per month, pro-rata
Fault service level	$0.00. Included in the monthly fee
No fault found (the fault is your modem, wiring or equipment)	$165.00
New development charge (if NBN applies one, shown before you order)	$299.99
Missed appointment, premises work, lost or damaged NBN equipment, Fibre on Demand exit	NBN's charge, passed on to your account

Included and not included

- **Included:** unlimited data; IPoE (DHCP) with a CGNAT IP address; MyAccount line diagnostics and webhooks; Australian support.
- **IP address:** your connection uses a CGNAT (carrier-grade NAT) IP address by default. CGNAT can stop port forwarding, hosting servers, some VPNs and some games from working. If you need a fixed public IPv4 address, add the optional **static IP for $5.00 a month**. A static IP is never moved to CGNAT.
- **Not included:** a modem (BYO, which must be NBN-compatible and capable of the tier speed); voice or phone service (available separately as Crazytel VoIP; we don't bundle); a battery backup.
- **Equipment needed:** an NBN-compatible modem router (on FTTN and FTTB, it must be a VDSL2 modem).

Power outages and medical alarms

NBN services don't work in a power outage, and you can't make calls over them, including to Triple Zero (000). This doesn't apply if you are on FTTP and have a working battery backup. If you have a medical or security alarm, check with your alarm provider that it works on NBN **before you order**, and register on the NBN Medical Alarm Register (1800 227 300).

How prepaid billing works

- CrazyNBN is **prepaid**. Every charge comes out of your account balance, and your account must stay in credit ($0.00 or more). We don't send bills asking for payment. Full details are in our Pre-Paid Billing Policy.
- **Ordering:** your balance must cover the estimated charge from your expected connection day to the end of that month. Nothing is charged when you order.
- **Charges start** on the day NBN connects your service. The first month is pro-rata. After that, the full monthly fee is charged in advance on the **1st of each month**, Melbourne time.
- **If your account is in debit after the 1st:** your NBN is **suspended straight away**, and we email and SMS you. Top up within **24 hours** and the service switches back on automatically. After 24 hours it is **permanently disconnected**: we credit the unused days, and you can reconnect later with a new order. Monthly fees keep being charged while you are suspended.
- **Auto top-up** must be set up on your account. **How to pay:** top up any time in MyAccount. The payment methods available, and any fee for a method, are shown before you pay.
- **No debt collectors:** any unpaid balance follows our account debit process and is written off when the account closes. If you think a charge is wrong, or you are in financial hardship, call **1800 272 998 before the 24 hours end**.

About your speed

The typical evening speed is the average speed our customers on this plan get from 7pm to 11pm. Your speed can be lower because of your modem, Wi-Fi, in-home wiring, devices, and the servers you connect to. A wired connection and an up-to-date modem help.

FTTN, FTTB and FTTC: your line may not reach this plan's speed. After connection we check your line's maximum attainable speed. If it can't support the plan, you can move to a lower plan with a pro-rata credit, or cancel with no exit fee.

Fixed Wireless: speeds vary with signal, distance from the tower, weather and the number of users. Your speed can vary a lot from minute to minute.

Contact and help

- **Customer service:** 1800 272 998, helpdesk@crazytel.com.au, or MyAccount.
- **Complaints:** theloveteam@crazytel.com.au or crazytel.com.au/theloveteam.
- **TIO:** if you're not happy with how we handled your complaint, the Telecommunications Industry Ombudsman provides a **free and independent** dispute resolution service: 1800 062 058, tio.com.au.
- **Interpreter service:** TIS National, 131 450.
- **National Relay Service:** TTY 133 677, Speak and Listen 1300 555 727, SMS relay 0423 677 767, then ask for 1800 272 998.

Key documents: Terms and Conditions (our Standard Form of Agreement, CrazyNBN clause 17A), Pre-Paid Billing Policy, Financial Hardship Policy and Complaints Handling Policy.

Reporting a fault

All faults must be lodged online through Crazytel MyAccount (myaccount.crazytel.com.au). **Our support staff can't lodge faults** by phone, email or chat. If your NBN is down, use mobile data or another connection to reach MyAccount. Run the line checks in MyAccount first: if the fault is on your side (for example your modem, wiring or equipment), the $165.00 no fault found fee applies. You agree to this fee each time you lodge a fault.

Your fault service level sets how quickly NBN aims to fix a fault on its network, counted from when your fault is lodged in MyAccount and accepted by NBN. **Standard:** NBN works on faults 8am to 5pm on business days, and aims to fix them by 5pm the next business day. A fault reported after hours is picked up the next business day. These are NBN's targets for urban areas, not guarantees. They can take longer in rural and remote areas or when a technician needs to visit, and only cover the NBN network, not your modem, wiring or equipment. If you change plans, your fault service level changes to the one that comes with your new plan.

Changing, cancelling and moving

- **Change plans:** any time. The old plan is credited and the new plan charged pro-rata. Upgrades need enough balance to cover the difference.
- **Cancel:** any time, with no exit fee. Unused days are credited once NBN confirms the disconnection.
- **Moving house:** your new address is a new service.
- Cancelling NBN doesn't affect your Crazytel VoIP, numbers or trunks.