CRITICAL INFORMATION SUMMARY

AIRTEL AU NEOLOOP NETWORKS INTERNET PLANS

INFORMATION ABOUT PRICING

This summary reflects base plan pricing and does not include any discounts or promotions that may apply.
*Prices are subject to change.

PLANS	FAMILY 25	FAMILY 50	FAMILY 100	FAMILY 200	SYMMETRIC 25	SYMMETRIC 50
Minimum/Maximum Monthly Charge[1]	$90.00	$95.00	$105.00	$115.00	$90.00	$95.00
Monthly Data Allowance	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Download Speed	25 Mbps	50 Mbps	100 Mbps	200 Mbps	25 Mbps	50 Mbps
Upload Speed	10 Mbps	20 Mbps	20 Mbps	25 Mbps	25 Mbps	50 Mbps

PLUS PLANS[2]	SYMMETRIC 100	SYMMETRIC 200	ULTRA FAMILY
Minimum/Maximum Monthly Charge[1]	$105.00	$140.00	TBA
Monthly Data Allowance	Unlimited	Unlimited	0
Download Speed	100 Mbps	200 Mbps	0 Mbps
Upload Speed	100 Mbps	200 Mbps	0 Mbps

1. Minimum/Maximum charge is for your monthly internet charge. It does not include any additional fees for non-payment of your monthly invoice outlined in the Billing section below.

2. Airtel AU Neoloop Networks Plus (+) Plans include the option to use a static IPv4 address on the service at no additional cost

ONCE OFF FEES	NO LOCK-IN CONTRACT AND LOCK-IN CONTRACT OPTION
Setup Fee	$0.00
Neoloop Networks New Development Charge	Additional once off $330.00 charge, payable on signup. Applies if your premises is identified by Neoloop Networks as being within the site boundary of a new development.
Router	Router options available vary by service technology and plan, refer to Hardware CIS for pricing and details.
Early Termination Charge	No Lock-in Contract: Not Applicable Lock -in Contract: Applicable

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VERSION: 26.2
LAST UPDATED: 27/09/2026

INCLUSIONS AND EXCLUSIONS

SERVICE DESCRIPTION

Airtel AU Neoloop Networks (BOOST)Internet service is delivered via Neoloop Networks to the network boundary point of your premises.

The Neoloop Networks Internet service includes the following components: •Neoloop-Networks Broadband

AVAILABILITY

All Neoloop Networks Internet plans are available at selected coverage areas and are subject to infrastructure availability at your premises. To check for availability, please use the address checker at airtel.au.

MINIMUM TERM

You can choose from the following contract term options:
12-month contract: The service is supplied for a minimum contract term of 12 months.
24-month contract: The service is supplied for a minimum contract term of 24 months.

The Minimum Total Cost applicable to each contract option is set out in the Information About Pricing section of this CIS.
Pro rata credits are applied upon request following the first month. No pro rata credits will be provided for the first month. Any post paid costs will also be applied.

SERVICE SPEED & GUARANTEE

Actual throughput speeds may be slower than the listed plan speed and could vary due to many factors including the type or source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by Airtel AU. Devices connected by Wi-Fi or by Powerline Adaptors may experience slower speeds than those connected by Ethernet cable.

EQUIPMENT REQUIRED

If you do not already have the required Neoloop Networks equipment installed inside your home, you will be required to be home on the day of installation for a technician visit. Neoloop Networks retains ownership of any equipment they install. Equipment installed by Neoloop Networks will be maintained and serviced by Neoloop Networks.

If you install the router for your internet in a place other than next to the NTD, you will need to organise internal wiring between the NTD and the router. Airtel AU is not able to assist with this nor take responsibility for the internal wiring should it fail.

You need an approved Neoloop Networks compatible router to connect your devices to the Airtel AU Neoloop Networks Broadband service.

OTHER INFORMATION

USAGE INFORMATION

You can monitor your internet usage by logging into your Members Portal account online at https://portal.airtel.net.au/portal/dashboard

CUSTOMER SERVICE CONTACT DETAILS

If you have any queries about your service or account, please contact Airtel Australian-based customer service team via airtel.au-contact-us airtel.au-contact-us

DISPUTE RESOLUTION PROCESS

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at airtel Compliant handling process.

TELECOMMUNICATIONS INDUSTRY OMBUDSMAN

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling 1800 062 058 or by visiting the TIO website at tio.com.au/complaints.

BROADBAND EDUCATION PACKAGE

To better understand broadband technologies and the factors that can influence the performance of your broadband service, you can visit the Communications Alliance Broadband Education Package website at commsalliance.com.au/BEP.

BILLING

Your monthly invoice is issued on the 1st of each month and covers that month's service period. If your service starts during the month without an upfront payment, your first invoice will include a pro-rata charge from your activation date to month-end. If you paid upfront, it will be credited toward your first 30 days of service. Your invoice is due 10 days after issue and can be paid via the payment methods on the invoice. Direct debit can be set up through the Members Portal at airtel.net.au/portal/dashboard.

Change of Plan Fee: There is no fee to change your plan speed. It will take up to 5 business days to change the speed of your plan once the request is processed. Plan speed changes are ongoing and apply to your service for all future months unless another change of plan is submitted.

Moving Address: Service options at the new address are subject to availability. All relevant setup and connection fees apply. Request a move of address for your service by completing the form at members.airtel.au/moving-home.

Late Payment Fee: A $15 fee will be applied when an invoice is not paid by the due date. If you find you are having issues meeting the due date on your invoice, please contact our Accounts & Billing department at least 2 days before the due date of your invoice to set up an alternative payment plan.

Direct Debit Dishonor Fee: A $5 fee will be applied if a direct debit payment is rejected by your financial institution.

Neoloop Networks charges: See Once Off Fees table for Neoloop Networks charges that may apply.

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