



Critical Information Summary (CIS)

Provider: **Gippsland Broadband**

nbn Fibre

Offer / Plan: **Fast Fibre 500**

Document ID: 20260116CISFI500

Issue date: January 16, 2026

Version: v1.0

Website: www.gippslandbroadband.com.au

SUMMARY

Service description Gippsland Broadband nbn plans include unlimited data. Services are month-to-month (no fixed term) with 30 days' notice to cancel. BYO router (router available for purchase); support for third-party routers is best-effort.

Minimum monthly charge \$99.00

Maximum monthly charge \$99.00

Maximum early termination charge \$0

Minimum term 30 Days

This CIS is a standalone summary of key information about this offer (separate to full terms of service).

OFFER DETAILS

Mandatory equipment (if any) A compatible modem or router is required to connect to nbn services, BYO welcome.

Usage information Your plan includes unlimited data. You can view your account and service details (including plan information) via MyAccount: <https://portal.gippslandbroadband.com.au>. If you can't access My Account, contact Gippsland Broadband support on 1300 258 259 or hello@gippslandbroadband.com.au.

Exclusions / conditions / limits New development cost is not included
Router or modem is not included, you may BYO modem or purchase separately.
30 days notice required for termination of service

Early termination fee estimate N/A

SUPPORT, COMPLAINTS & TIO

Customer service contact hello@gippslandbroadband.com.au
www.gippslandbroadband.com.au/support
phone: 1300 258 259

Internal dispute resolution dispute.resolution@gippslandbroadband.com.au

Telecommunications Industry Ombudsman (TIO) 1800 062 058 • tio.com.au

Gippsland Broadband

ABN 44 613 087 791

10 Hammond Road, Longwarry VIC 3816

This CIS is a standalone summary (separate to full terms of service).

Full terms: <https://gippslandbroadband.com.au/terms-of-service>