

# Critical Information Summary



Smartlife Vision VDSL2 Personal Broadband Plans – Updated 20<sup>th</sup> January 2026

## Information about the Service

Infinite Networks Vision Network Plans deliver Broadband using VDSL2 over Fibre to the Node (FTTN) on the Vision Network in the ACT. It is part of a product bundle and does include a Vision Network compatible VDSL2 modem and Gigaspire Wi-Fi Router.

**Information about Pricing** - This summary does not include any promotional discounts, offers or coupons.

**Service to be provided:** Uses the Vision Network infrastructure to deliver broadband to your premises.

## Plans with Gigaspire u4.2 router(s) purchased outright

Plan	Simple & Secure VDSL2	Work From Home Pro VDSL2	Connected Home VDSL2	Ultimate Experience VDSL2
Typical Evening Download Speeds (7pm - 11pm)	48Mbps	96Mbps	96Mbps	96Mbps
Typical Evening Upload Speeds (7pm - 11pm)	18Mbps	34Mbps	34Mbps	34Mbps
Vision technology type	VDSL2	VDSL2	VDSL2	VDSL2
Data Allowance	Unlimited & no additional usage charges			
Month to Month Plan Charge inclusive of GST	\$79.95	\$89.95	\$89.95	\$99.95
TP-Link TD-WD9970 VDSL2 Modem Setup Charge inclusive of GST	\$70.00			
One (1) Gigaspire Wifi System Setup Charge inclusive of GST	\$249.00			
Two (2) Gigaspire Wifi Systems Setup Charge inclusive of GST	\$479.00			
Three (3) Gigaspire Wifi Systems Setup Charge inclusive of GST	\$699.00			
Minimum Monthly Charge inclusive of GST	\$398.95	\$408.95	\$408.95	\$418.95
Maximum Monthly Charge inclusive of GST	\$848.95	\$858.95	\$858.95	\$868.95
Minimum Term (Months)	1			
Early Termination Fees	N/A			

## Cancellation Policy – Monthly Plans

Customers on a monthly SmartLife plan may cancel their service at any time. When a cancellation request is received, the service will remain active until the next billing anniversary date, at which point it will be disconnected. No additional notice period is required. Customers are responsible for any charges incurred up to their final billing date. Upon cancellation, customers may keep the supplied Gigaspire Wi-Fi router. The router will continue to function and can still be accessed and managed through its web-based interface; however, access to the Infinite eXperience app and all associated cloud management features will be disabled once the service is disconnected. Please refer to Infinite Networks Standard Terms and Conditions for more details.

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## Plans with Gigaspire u4.2 router(s) on 24 month contract (hardware only)

Plan	Simple & Secure VDSL2	Work From Home Pro VDSL2	Connected Home VDSL2	Ultimate Experience VDSL2
Typical Evening Download Speeds (7pm - 11pm)	48Mbps	96Mbps	96Mbps	96Mbps
Typical Evening Upload Speeds (7pm - 11pm)	18Mbps	34Mbps	34Mbps	34Mbps
Vision technology type	VDSL2	VDSL2	VDSL2	VDSL2
Data Allowance	Unlimited & no additional usage charges			
Month to Month Plan Charge inclusive of GST	\$79.95	\$89.95	\$89.95	\$99.95
TP-Link TD-WD9970 VDSL2 Modem Monthly Charge inclusive of GST	\$0.00			
One (1) Gigaspire Wifi System Monthly Charge inclusive of GST	\$15.00			
Two (2) Gigaspire Wifi Systems Monthly Charge inclusive of GST	\$25.00			
Three (3) Gigaspire Wifi Systems Monthly Charge inclusive of GST	\$35.00			
Minimum Monthly Charge inclusive of GST	\$439.95	\$449.95	\$449.95	\$459.95
Maximum Monthly Charge inclusive of GST	\$919.95	\$929.95	\$929.95	\$939.95
Minimum Term (Months)	24			
Early Termination Fees	Remaining Gigaspire hardware costs for 24 month period			

### Cancellation Policy – 24 Month Plans

Customers on a 24-month SmartLife plan may cancel their service before the end of the contract term; however, an early termination charge will apply. This charge covers the remaining balance of the Gigaspire Wi-Fi router, which is paid off over the 24-month term. The total amount owing will be calculated based on the number of months remaining in the agreement. When a cancellation request is received, the service will remain active until the next billing anniversary date, at which point it will be disconnected. Customers are responsible for any outstanding charges and early termination costs up to their final billing date. Upon cancellation, customers may keep the supplied Gigaspire Wi-Fi router once all outstanding amounts are paid. The router will continue to function and can still be accessed and managed through its web-based interface; however, access to the Infinite eXperience app and all associated cloud management features will be disabled once the service is disconnected.

### Billing

Email billing is free. We do not provide a hardcopy (print and post paper) bill. Your service is invoiced on the same date each month. Accounts are billed in advance so your first invoice will include a pro rata amount for the days that your service has been active with Infinite Phone and a one month in advance plan fee. Any initial pro rata amount will not be adjusted.

### Refer to our User Portal for additional information on your services.

Please log into your account at <https://portal.infinite.net.au/> for all your billing and service information on your current services with infinite networks, through our comprehensive portal you can adjust user access, billing information, and change your service with one click.

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## Complaints

If you are not happy with your service, you can follow our dispute resolution process. More details are available in our Complaints Handling Policy which is accessible at <https://www.infinite.net.au/important-documents/> Ombudsman If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at <https://tio.com.au/making-a-complaint>.

## Requirements & Availability

Your Vision VDSL2/G.fast Broadband service comes with the following line speeds which is capable of the following download and upload speeds;

- 50/20 Mbps using VDSL2
- 100/40 Mbps using VDSL2

The availability of these line speeds dependent on your premises' address and the Vision Network node. For G.Fast over FTTH, speeds can only be confirmed once the service has been completely provisioned and activated, as they depend on maximum sync rate of the physical infrastructure that is specific to your premises. For more details please you can visit <https://visionnetwork.com.au/find-a-provider/>

The download and upload speeds stated are the maximum that each type of Vision Network can deliver and will rarely be achieved by any user for a variety of reasons such as (e.g. how many concurrent users are active, your in-home set-up, including end user equipment and wiring). Infinite Networks makes no guarantee on the actual speeds that will be delivered as we rely on the infrastructure provider to ensure that the service is provisioned to deliver the most optimum speeds at all times.

## Connection Types:

1. For Houses (Single Dwellings):
  - If using VDSL2 technology, your service connects at the first socket in your home.
2. For Apartments or Shared Buildings (Multi-Dwelling Units):
  - If using VDSL2 technology, your service connects at the main distribution frame (MDF).

## Equipment:

- For VDSL2 services, we provide you a VDSL2 capable Modem Router, which is provided by Infinite Networks.

## Additional Fees and Charges

The following charges may be charged to you for the following reasons:

Description	Charge inc GST
<b>Incorrect Call Out Fee:</b> If a customer incorrectly requests Infinite Networks to arrange for a technician to visit premises, or remotely diagnose a service, where no fault or issue is found or the issue found is beyond the network boundary point (such as private equipment).	<b>\$137.50</b>
<b>Missed Appointment:</b> A Missed Appointment Fee applies when a customer does not attend or is unavailable for a scheduled appointment. This fee will also apply if the appointment is rescheduled with less than 24 hours' notice.	<b>\$137.50</b>
<b>Fault Rectification Fee:</b> A Fault Rectification Fee applies when a technician resolves an issue located within the customer's premises, beyond the network boundary. This includes activities such as repairing or replacing internal cabling, wall sockets, or modem connections, performing a factory reset, reconfiguring the modem, or replacing customer equipment.	<b>\$165.00 for the first hour and then \$30.00 per 15 minute increments</b>

## Contact Us

You can contact Infinite Networks on 1300 790 337 between 8:30AM to 5:00PM on Monday to Friday if you require more information about any details of your plan or anything else. If you prefer to contact us via email, then you can send in an email to [support@infinite.net.au](mailto:support@infinite.net.au)