

# Critical Information Summary



nbn® FTTP/HFC Personal Broadband Plans – Updated 20<sup>th</sup> January 2026

## Information about the Service

Infinite Networks nbn® Plans deliver personal Broadband internet Data service over the nbn® network to the boundary point of your premises. It is not part of a product bundle and doesn't include a nbn® compatible Wi-Fi Modem/Router.

## Requirements & Availability

Your nbn® Broadband service comes with the following line speeds which is capable of the following download and upload speeds;

- 25/10 Mbps
- 50/20 Mbps
- 500/50 Mbps
- 750/50 Mbps
- 1000/100 Mbps
- 2000/100Mbps (HFC only)
- 2000/1000Mbps (FTTP only)

The availability of these line speeds is dependent on which type of nbn® technology is available at your provided premise's address. These services are available anywhere where nbn® has been rolled out - for more details please you can visit

<https://www.nbnco.com.au/learn/rollout-map>

Fibre to the Premises (FTTP) and Hybrid Fibre Coaxial (HFC) speeds can only be confirmed once the service has been completely provisioned and activated, as they depend on physical infrastructure that is specific to your premises.

The download and upload speeds stated are the maximum that each type of nbn® 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.

## Information about Pricing

**Service to be provided:** Uses nbn® Fibre to the Node/Curb/Basement infrastructure to deliver broadband to your premises.

Plan	nbn 25/10 Personal	nbn 50/20 Personal	nbn 500/50 Personal	nbn 750/50 Personal	nbn 1000/100 Personal	nbn 2000/100 Personal	nbn 2000/200 Personal
Typical Evening Download Speeds (7pm - 11pm)	25Mbps	50Mbps	500Mbps	750Mbps	920Mbps	1815Mbps	1815Mbps
Typical Evening Upload Speeds (7pm - 11pm)	8Mbps	17Mbps	44Mbps	44Mbps	92Mbps	92Mbps	182Mbps
nbn® technology type	Fibre to the Premises (FTTP)						Hybrid Fibre Coaxial (HFC)
Data Allowance	Unlimited & no additional usage charges						
Minimum Monthly Charge inclusive of GST	\$69.95	\$89.95	\$94.95	\$109.95	\$124.95	\$179.95	\$179.95
Maximum Monthly Charge inclusive of GST	\$69.95	\$89.95	\$94.95	\$109.95	\$124.95	\$179.95	\$179.95
Minimum Term (Months)	1						
Early Termination Fees	\$0						

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## 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.

## Cancellation Policy

To cancel your service, you are required to notify us of your intent to terminate the agreement. While you are not required to provide a specific notice period (such as 30 days), you are required to ensure that all unpaid invoices issued prior to your cancellation date are paid in full.

Once you have submitted your request, you should expect your service to continue until the end of your current billing cycle. Because this is a month-to-month contract, we do not provide a pro-rata refund for any unused days if you cancel before your next anniversary date; instead, the service will simply not renew for the following month.

## Carrier Grade Network Address Translation (CGNAT)

This service defaults to Carrier Grade Network Address Translation (CGNAT). You may request to opt out of CGNAT, subject to Infinite's discretion. If approved, your service will be assigned a dynamic public IP address. A static public IP address is also available for an additional cost.

## Additional Fees & Charges

At times there may be a need to charge additional fees that are outside Infinite Networks control.

- Incorrect Call Out Fee:** 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).
- Jumpering Fee:** If the customer's premises is not connected to the main telecommunications network, customer will be required to arrange an electrician to do the jumpering at their own cost for the internet to be connected.
- Static IPv4 address:** A single Static IPv4 address can be added to any personal Infinite nbn plan for an additional \$10 per month.

## Connection Charges

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

Description	Charge
New Development Charge may be charged to you if your premises is newly developed. This is not an installation charge but an activation charge that will apply to the first service connected to that premises.	\$300.00
Subsequent Installation fee may be charged to you for FTTB, FTTN and FTTC when not migrating from an existing PSTN and or an existing nbn® service present at the same address.	\$297.00

## Connection Types:

- For Houses (Single Dwellings):**
  - If using FTTP or HFC technology, your service connects to the Ethernet LAN port of the Network Termination Unit (NTU) provided by nbn.
- For Apartments or Shared Buildings (Multi-Dwelling Units):**
  - If using FTTP or HFC technology, your service connects to the Ethernet LAN port of the Network Termination Unit (NTU) provided by nbn.

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## Speed Information:

- The maximum download and upload speeds listed are rarely achieved due to factors like the number of active users, your home setup, and equipment quality.
- Infinite Networks cannot guarantee specific speeds as they depend on the infrastructure provider's ability to maintain optimal service.

## 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>

## 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)