Critical Information Summary

Vision Personal Broadband Plans – Updated 14th July 2025

Information about the Service
Infinite Networks Vision Network Plans deliver Broadband using VDSL2 and G.fast over Fibre to the Node (FTTN) on the Vision Network in the ACT.

Requirements & Availability
Your Vision Broadband service comes with the following line speeds which is capable of the following download and uploads speeds;

- 25/5 Mbps using VDSL2
- 50/20 Mbps using VDSL2
- 100/40 Mbps using VDSL2
- Up to 1000/100 Mbps using G.Fast (minimum attainable sync speed of 250/50 Mbps)

The availability of these line speeds dependent on your premises' address and the Vision Network node. For G.Fast over FTTN, 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 you can visit https://www.infinite.net.au/broadband-sq/

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.

Plan	Vision VDSL2 25/5	Vision VDSL2 50/20	Vision VDSL2 100/40	Vision G.fast Max#
Typical Evening Speeds Download Speeds (7pm - 11pm)	24Mbps	49Mbps	98Mbps	250-980Mbps
Typical Evening Upload Speeds (7pm - 11pm)	4Mbps	17Mbps	36Mbps	60-96Mbps
Data Allowance	Unlimited & no additional usage charges			
Minimum Monthly Charge inclusive of GST	$59.95	$69.95	$79.95	$89.95
Maximum Monthly Charge inclusive of GST	$59.95	$79.95	$79.95	$89.95
Minimum Term (Months)	1			
Early Termination Fees	$0			

Actual throughput speeds maybe slower and could vary due to various factors including interference, customer cabling and equipment, traffic source and destination, and quality and distance of internal wiring.

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
Infinite Networks requires a 30-Day Notice period before the cancellation of any services whether or not that service is within it's contract period. Users will be required to pay any invoices issued within the 30 day cancellation period, please refer to Infinite Networks Standard Terms and Conditions for more details.

Additional Fees & Charges
At times there may be a need to charge additional fees that Infinite Networks may need to charge you.

- **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).
- **Missed Appointment Fee:** if a customers initial installation is booked in and the customer does not notify us of cancellation or changes to the appointment time and date at a minimum of 24 hours before the appointment commencement then a fee will be charged
- **Fault Rectification fees** will be applied if technician fixed (or replaced) an issue at the customer side. These are issues from network boundary going to customer side (except Gfast NTU issue).

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

Description	Charge Ex GST
Incorrect Callout Fee	**$125**
Missed Appointment fee.	**$125**
Fault Rectification fees.	**$150 ex GST for first hour and then $20 per 15min**

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/

Connection Types:

1. **For Houses (Single Dwellings):**
   - If using VDSL2 technology, your service connects at the first socket in your home.
   - If using G.Fast technology, your service connects to the Ethernet LAN port of the Network Termination Unit (NTU) provided by Vision Network.
2. **For Apartments or Shared Buildings (Multi-Dwelling Units):**
   - If using VDSL2 technology, your service connects at the main distribution frame (MDF).

- If using G.Fast technology, your service connects to the Ethernet LAN port of the NTU. The wiring from the MDF to your socket is managed by the building owner or body corporate.

Equipment:

- For VDSL2 services, you will need a VDSL2 capable Modem Router, which can be purchased from Infinite Networks.
- For G.Fast services, a Zyxel GM4100 modem is included. You will need a router to share the connection with multiple devices, which can be purchased from Infinite Networks.

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.

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