

# Critical Information Summary

NBN Broadband and NBN Plans – Updated 11<sup>th</sup> May 2021



## Information about the Service

Infinite Networks NBN Plans deliver business grade 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 an 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;

- 25/5 Mbps
- 50/20 Mbps
- 100/40 Mbps

The availability of these line speeds are dependent on the which type of NBN is available at your provided premise's address. Fibre to the Node (FTTN), Fibre to the Premises (FTTP) and Fibre to the Basement (FTTB) 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.

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, internal hardware). 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 are provisioned to deliver the most optimum speeds at all times.

NBN only guarantees minimum attainable sync speed of 12/5 Mbps for FTTN and 25/5 Mbps for FTTB that are in Co-Existence.

## Information about Pricing

**Note:** See Plan Features & Inclusions below

Usage Types	Amount (Inc GST)	
NBN Speeds up to	50/20 Mbit	
Data Allowance	300GB	Unlimited
Minimum Monthly Charge	\$79.95	\$89.95
Total Minimum Cost over 12 Months	\$329.90	\$339.90
Contract Length	12 Months	12 Months
Early Termination Fees	\$249.95	
	Maximum Fee of \$959.40	Maximum Fee of \$1,079.40
Equipment	No equipment is supplied with this plan.	

## 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. A late payment fee may apply if you don't pay your bill by the due date.

## Obtaining Data Use Information

To access information about your data usage, please log into your account at <https://portal.infinite.net.au/>

## 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. Please refer to Infinite Networks Master Service Agreement for more details.

## Additional Fees & Charges

At times there may be a need to charge additional fees that are outside Infinite Networks control. As an example, these charges would be an Incorrect Call Out Fee where 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 is found beyond the network boundary point (such as private equipment).

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## 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
New Copper Pair (or New Line Charge) may be charged to you if you require a new Copper Pair for NBN Services FTTN, FTTB and FTTC. This is often the case if there is no free Copper Pair.	\$297.00

## 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)