

Critical Information Summary



nbn Broadband and Plans – Updated 17th September 2024

Information about the Service

Infinite Networks nbn Plans deliver business 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
- 100/20 Mbps
- 100/40 Mbps
- 250/25 Mbps
- 1000/50 Mbps

The availability of these line speeds is dependent on which type of nbn 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 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, 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[®] infrastructure to deliver broadband to your premises.

Plan	nbn 25/10 Personal	nbn 50/20 Personal	nbn 100/20 Personal
Typical Evening Download Speeds (7pm - 11pm)	23Mbps	48Mbps	98Mbps
Typical Evening Upload Speeds (7pm - 11pm)	8Mbps	17Mbps	17Mbps
Data Allowance	Unlimited & no additional usage charges		
Minimum Monthly Charge inclusive of GST	\$69.95	\$89.95	\$99.95
Maximum Monthly Charge inclusive of GST	\$69.95	\$89.95	\$99.95
Minimum Term (Months)	1		
Early Termination Fees	\$0		

Plan	nbn 100/40 Personal	nbn 250/25 Personal	nbn 1000/50 Personal
Typical Evening Download Speeds (7pm - 11pm)	98Mbps	245Mbps	850Mbps
Typical Evening Upload Speeds (7pm - 11pm)	17Mbps	23Mbps	46Mbps
Data Allowance	Unlimited & no additional usage charges		
Minimum Monthly Charge inclusive of GST	\$104.95	\$109.95	\$129.95
Maximum Monthly Charge inclusive of GST	\$104.95	\$109.95	\$129.95
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

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.

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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.

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
Subsequent Installation fee may be charged to you if an additional NTD is required for FTTP/HFC.	\$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