

Critical Information Summary



Business Phone and Plans – Updated 5th June 2025

Information about the Service

Infinite Networks provides Business Phones using a cloud-hosted VoIP PBX (telephone system) service for customers, allowing for calls to be placed and received over an internet connection.

Included features

- 1 Single inbound number - Direct Indial (DID)
- Included standard local, national calls and standard calls to Australian mobiles.
- 1 Phone extension
- 1 Ring group per plan
- Voicemail
- Web based access to manage extensions
- Free Mobile app downloadable from Apple and Google Stores

This service requires an active fixed broadband internet connection and an available wired Ethernet port for operation. Unless utilising a Softphone plan, a Business Phone handset is also necessary. To ensure optimal call quality, each Business Phone line requires a dedicated minimum of 100kbps of uncongested upstream and downstream internet bandwidth.

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

Service to be provided: Uses the 3CX communication platform to deliver Business Phone.

Plan	Setup Charge		Monthly Recurring Cost	Total Minimum Cost	
	1 month	24 months		1 month	24 months
Softphone	\$0.00	\$0.00	\$27.50	\$27.50	\$660.00
Flex	\$140.00	\$0.00	\$33.00	\$173.00	\$792.00
Elevate	\$345.00	\$0.00	\$55.00	\$400.00	\$1,320.00

Call Charges

Plan / Calls	Local	National	Mobile	13/1300 numbers	International
Softphone	Included	Included	Included	35 cents untimed	From 2 cents per minute
Flex				Included	
Elevate				Included	

International destinations

[International rates](#) may change without notice. Calls are billed in per minute increments. To protect against fraud, we block International calls by default and restrict certain high-risk international destinations. If you need access to a blocked destination, please contact our support team and we will arrange this per extension.

Equipment:

- Fanvil V62G Prime Business Phone
 - HD Audio
 - 2.8 inch 320x240 HD colour screen
 - Up to 21 DSS keys (8 individual keys)
 - Dual Gigabit Ethernet Ports
- Fanvil V66 Prime Business Phone
 - HD Audio
 - 7 inch 1024x600 HD colour touch screen
 - Up to 116 DSS keys and 11 virtual soft keys
 - Built-in Bluetooth 2.4G
 - Dual Gigabit Ethernet Ports

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Exclusions

Business Phone plans do not support 19/1900 number calls, fax, dial up modem or other analogue data calls (e.g. EFTPOS, HICAPS), back to base alarms and other monitoring systems using phone lines, and similar features. Business Phones is not available for telemarketing, call centre function and similar uses.

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 its 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.

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