

# Critical Information Summary



Smartlife nbn® FTTN/FTTB Personal Broadband Plans Updated 13<sup>th</sup> November 2025

## 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 part of a product bundle and does include a nbn® compatible Modem and Wi-Fi Router.

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

**Service to be provided:** Uses nbn® Fibre to the Node (FTTN) and Fibre to the Basement (FTTB) to deliver broadband to your premises.

## Plans with Gigaspire u4.2 router(s) purchased outright

| Plan                                                           | Simple & Secure nbn dsl                   | Work From Home Pro nbn dsl | Connected Home nbn dsl | Ultimate Experience nbn dsl | Ultimate Experience nbn dsl |
|----------------------------------------------------------------|-------------------------------------------|----------------------------|------------------------|-----------------------------|-----------------------------|
| Typical Evening Download Speeds (7pm - 11pm)                   | 23Mbps                                    | 25-96Mbps                  | 25-96Mbps              | 25-96Mbps                   | 25-96Mbps                   |
| Typical Evening Upload Speeds (7pm - 11pm)                     | 8Mbps                                     | 20-36Mbps                  | 10-17Mbps              | 10-17Mbps                   | 10-17Mbps                   |
| nbn® technology type                                           | Fibre to the Node & Fibre to the Basement |                            |                        |                             |                             |
| Data Allowance                                                 | Unlimited & no additional usage charges   |                            |                        |                             |                             |
| Month to Month Plan Charge inclusive of GST                    | \$89.95                                   | \$109.95                   | \$109.95               | \$109.95                    | \$119.95                    |
| TP-Link TD-WD9970 VDSL2 Modem Setup Charge inclusive of GST    | \$70.00                                   |                            |                        |                             |                             |
| One (1) Gigaspire Wifi System Setup Charge inclusive of GST    | \$249.00                                  |                            |                        |                             |                             |
| Two (2) Gigaspire Wifi Systems Setup Charge inclusive of GST   | \$479.00                                  |                            |                        |                             |                             |
| Three (3) Gigaspire Wifi Systems Setup Charge inclusive of GST | \$699.00                                  |                            |                        |                             |                             |
| Minimum Monthly Charge inclusive of GST                        | \$408.95                                  | \$428.95                   | \$428.95               | \$428.95                    | \$438.95                    |
| Maximum Monthly Charge inclusive of GST                        | \$858.95                                  | \$878.95                   | \$878.95               | \$878.95                    | \$888.95                    |
| Minimum Term (Months)                                          | 1                                         |                            |                        |                             |                             |
| Early Termination Fees                                         | \$0                                       |                            |                        |                             |                             |

## Cancellation Policy – Monthly Plans

Customers on a monthly SmartLife plan may cancel their service at any time. When a cancellation request is received, the service will remain active until the next billing anniversary date, at which point it will be disconnected. No additional notice period is required. Customers are responsible for any charges incurred up to their final billing date. Upon cancellation, customers may keep the supplied Gigaspire Wi-Fi router. The router will continue to function and can still be accessed and managed through its web-based interface; however, access to the Infinite eXperience app and all associated cloud management features will be disabled once the service is disconnected. Please refer to Infinite Networks Standard Terms and Conditions for more details.

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## Plans with Gigaspire u4.2 router(s) on 24 month contract (hardware only)

| Plan                                                                   | Simple & Secure<br>nbn dsl                             | Work From<br>Home Pro nbn<br>dsl | Connected<br>Home nbn dsl | Ultimate<br>Experience nbn<br>dsl | Ultimate<br>Experience nbn<br>dsl |
|------------------------------------------------------------------------|--------------------------------------------------------|----------------------------------|---------------------------|-----------------------------------|-----------------------------------|
| Typical Evening Download<br>Speeds (7pm - 11pm)                        | 23Mbps                                                 | 25-96Mbps                        | 25-96Mbps                 | 25-96Mbps                         | 25-96Mbps                         |
| Typical Evening Upload<br>Speeds (7pm - 11pm)                          | 8Mbps                                                  | 20-36Mbps                        | 10-17Mbps                 | 10-17Mbps                         | 10-17Mbps                         |
| nbn® technology type                                                   | Fibre to the Node & Fibre to the Basement              |                                  |                           |                                   |                                   |
| Data Allowance                                                         | Unlimited & no additional usage charges                |                                  |                           |                                   |                                   |
| Month to Month Plan<br>Charge inclusive of GST                         | \$89.95                                                | \$109.95                         | \$109.95                  | \$109.95                          | \$119.95                          |
| TP-Link TD-WD9970<br>VDSL2 Modem Setup<br>Charge inclusive of GST      | \$0.00                                                 |                                  |                           |                                   |                                   |
| One (1) Gigaspire Wifi<br>System Monthly Charge<br>inclusive of GST    | \$15.00                                                |                                  |                           |                                   |                                   |
| Two (2) Gigaspire Wifi<br>Systems Monthly Charge<br>inclusive of GST   | \$25.00                                                |                                  |                           |                                   |                                   |
| Three (3) Gigaspire Wifi<br>Systems Monthly Charge<br>inclusive of GST | \$35.00                                                |                                  |                           |                                   |                                   |
| Minimum Monthly Charge<br>inclusive of GST                             | \$104.95                                               | \$124.95                         | \$124.95                  | \$124.95                          | \$134.95                          |
| Maximum Monthly Charge<br>inclusive of GST                             | \$124.95                                               | \$144.95                         | \$144.95                  | \$144.95                          | \$154.95                          |
| Minimum Term (Months)                                                  | 24                                                     |                                  |                           |                                   |                                   |
| Early Termination Fees                                                 | Remaining Gigaspire hardware costs for 24 month period |                                  |                           |                                   |                                   |

### Cancellation Policy – 24 Month Plans

Customers on a 24-month SmartLife plan may cancel their service before the end of the contract term; however, an early termination charge will apply. This charge covers the remaining balance of the Gigaspire Wi-Fi router, which is paid off over the 24-month term. The total amount owing will be calculated based on the number of months remaining in the agreement. When a cancellation request is received, the service will remain active until the next billing anniversary date, at which point it will be disconnected. Customers are responsible for any outstanding charges and early termination costs up to their final billing date. Upon cancellation, customers may keep the supplied Gigaspire Wi-Fi router once all outstanding amounts are paid. The router will continue to function and can still be accessed and managed through its web-based interface; however, access to the Infinite eXperience app and all associated cloud management features will be disabled once the service is disconnected.

### 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.

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## 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>.

## 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
- 100/20 Mbps
- 100/40 Mbps

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 Node (FTTN) and Fibre to the Basement (FTTB) 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.

## Connection Types:

- For Houses (Single Dwellings):
  - If using FTTN/FTTB technology, your service connects at the first socket in your home.
- For Apartments or Shared Buildings (Multi-Dwelling Units):
  - If using FTTN/FTTB technology, your service connects at the first socket in your home.

## Equipment:

- For FTTN/FTTB services, you need a VDSL2 capable Modem Router, which is provided by Infinite Networks.

## 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).
- **Fibre on Demand Disconnect Fee:** If a customer leaves Infinite Networks within 12 months of upgrading for free to the nbn® Fibre to the Premises network there may be a \$200 charge added to your final invoice.

## Additional Fees and 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 |

## 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)