

Critical Information Summary



Smartlife nbn® FTTP/HFC Personal Broadband Plans – Updated 13th 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 includes a nbn® compatible Wi-Fi Router.

Information about Pricing

Service to be provided: Uses nbn® Fibre to the Premises or Hybrid Fibre Coaxial infrastructure to deliver broadband to your premises.

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

Plan	Simple & Secure nbn fibre	Work From Home Pro nbn fibre	Connected Home nbn fibre	Ultimate Experience nbn HFC	Ultimate Experience nbn FTTP
Typical Evening Download Speeds (7pm - 11pm)	23Mbps	485Mbps	738Mbps	920Mbps	1960Mbps
Typical Evening Upload Speeds (7pm - 11pm)	8Mbps	42Mbps	42Mbps	94Mbps	194Mbps
nbn® technology type	Fibre to the Premises / Hybrid Fibre Coaxial			Hybrid Fibre Coaxial	Fibre to the Premises
Data Allowance	Unlimited & no additional usage charges				
Month to Month Plan Charge inclusive of GST	\$89.95	\$109.95	\$129.95	\$149.95	\$209.95
TP-Link TD-WD9970 VDSL2 Modem Setup Charge inclusive of GST	\$70.00				
One (1) Gigaspire Wifi System Monthly Charge inclusive of GST	\$249.00				
Two (2) Gigaspire Wifi Systems Monthly Charge inclusive of GST	\$479.00				
Three (3) Gigaspire Wifi Systems Monthly Charge inclusive of GST	\$699.00				
Minimum Monthly Charge inclusive of GST	\$408.95	\$428.95	\$448.95	\$149.95	\$209.95
Maximum Monthly Charge inclusive of GST	\$89.95	\$109.95	\$129.95	\$1499.95	\$209.95
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 nbn	Work From Home Pro nbn	Connected Home nbn	Ultimate Experience nbn HFC	Ultimate Experience nbn FTTP
Typical Evening Download Speeds (7pm - 11pm)	23Mbps	485Mbps	738Mbps	920Mbps	1960Mbps
Typical Evening Upload Speeds (7pm - 11pm)	8Mbps	42Mbps	42Mbps	94Mbps	194Mbps
nbn® technology type	Fibre to the Premises / Hybrid Fibre Coaxial			Hybrid Fibre Coaxial	Fibre to the Premises
Data Allowance	Unlimited & no additional usage charges				
Month to Month Plan Charge inclusive of GST	\$89.95	\$109.95	\$129.95	\$149.95	\$209.95
One (1) Gigaspire Wifi System Monthly Charge inclusive of GST	\$15.00	\$15.00	\$15.00	\$15.00	\$15.00
Two (2) Gigaspire Wifi Systems Monthly Charge inclusive of GST	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00
Three (3) Gigaspire Wifi Systems Monthly Charge inclusive of GST	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00
Minimum Monthly Charge inclusive of GST	\$104.95	\$124.95	\$144.95	\$164.95	\$224.95
Maximum Monthly Charge inclusive of GST	\$124.95	\$144.95	\$164.95	\$184.95	\$244.95
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
- 500/50 Mbps
- 750/50 Mbps
- 1000/100 Mbps (HFC Only)
- 2000/200 Mbps (FTTP Only and nbn POIs Civic 9CIV and Queanbeyan 9QBN)

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 Premises (FTTP) and Hybrid Fibre Coaxial (HFC) 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.

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 if an additional NTD is required for FTTP/HFC.	\$297.00
4 Port NTD Fee may be charged to you if you request the Next Generation 4 Port Fibre NTD and are not a business customer	\$100.00

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