

THIS IS YOUR COMBINED INFORMATION SUMMARY FOR CONSUMER NBN PLANS

This document contains critical information about our consumer nbn plans Now, Next & Future

SERVICE DESCRIPTION

- Your Plan is a bundle that includes:
- A Home Phone Service on a Pay as You Go plan.
- An Infinity unlimited data home broadband service for your internet.
- You can upgrade or downgrade the speed tier at anytime

SERVICE AVAILABILITY

Service not available to all areas, homes or customers. While we perform, preliminary qualification checks upfront for broadband service availability, the type of service offered (ADSL, ADSL 2+, NBN, Fibre) may be subject to further qualification checks to determine what is available at your location. If we are unable to connect all your bundled services, we will attempt to contact you to discuss further options first or if we can't contact you after making reasonable attempts, we will cancel your order.

KEY DETAILS

Infinity Internet Bundle is a consumer-grade residential internet service. The Infinity home phone plan provides residential land-line access to make and receive calls. This plan is provided to residential Infinity customers.

You can transfer your existing home phone number or connect a new phone number with Infinity. When transferring an existing number across to us we will charge you a \$29.00 fee.

We will provide the service at the address which you nominate.

HOME PHONE

The type of voice service offered (PSTN, VoIP) is subject to the network to which we are connecting you (ADSL, NBN, Fibre). VoIP is internet telephony. The availability and quality of the service may differ from a standard PSTN telephone. Infinity only offers a telephone service to customers who agree to waive all rights under the normal Customer Service Guarantee for this service.



HOME PHONE – CONTINUED

Infinity VoIP can ordinarily be used to call the emergency number 000, however you should not regard any VoIP service as a reliable service in an emergency, such as during a power outage. VoIP services are not recommended if you/another resident have a disability, serious illness or other life-threatening condition necessitating an uninterrupted phone line

MOVING HOME

If you relocate, Infinity may not be able to provide you with the same offer and you may incur relocation and/or cancellation charges.

INSTALLATION & SETUP

Standard installation is included. Non-standard installations may incur additional costs.

Infinity can provide assisted on-site installation for a charge of \$159.00. Not available in all areas.

HARDWARE

For your internet service, you need a compatible modem. You may opt for an Infinity supplied modem at a cost of \$139 upfront + \$15 shipping

BROADBAND SPEEDS

Broadband speeds vary due to several factors including the type of technology available at your address, any Speed Tier you may have purchased, network capacity set up at your home (such as location of modem and how the internet is used in your home) and/or whether your device is connected by WiFi rather than Ethernet cable.

For important information on nbn™ speeds visit infinity.com.au/nbnspeeds

We have 3 speed packs available:

Infinity Now offers nbn™ access over the nbn™ 25mbps Line Speed.

Infinity Next offers nbn™ access over the nbn™ 50mbps Line Speed.

Infinity Future offers nbn™ access over the nbn™ 100mbps Line Speed.

MINIMUM CONTRACT TERM

1 Month



Australian Mobile Calls:	36c Per Minute
Cost of standard 2 min to Australian Mobiles	\$1.17
13/1300 Calls:	44c Per Call
Flag Fall:	45c
International Calls	Please visit infinity.com.au

FULL TERMS

Information and pricing is correct at time of printing. All pricing is inclusive of GST. This information is a summary only. Visit Infinity.com.au for our Standard Form of Agreement which sets out the terms and conditions on which we provide our products & services to you.

CONTACT DETAILS

T: 13 46 34

E: customerservice@infinity.com.au

COMPLAINTS & DISPUTES

If you have a complaint or a dispute, please contact us on the below details

T: 13 46 34

E: complaints@infinity.com.au

Telecommunications industry Ombudsman (TIO) If you are still not satisfied with the steps taken by Infinity to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO).

USAGE INFORMATION

For information about your current usage levels please use the Infinity account toolbox available at toolbox.Infinity.com.au or contact Customer Service

PAYMENT OPTIONS

Accounts must be paid by Direct Debit via Credit/Debit Card. If Infinity allows you to pay by another method, a \$2.50 fee applies per bill and a \$2.50 non-direct debit fee applies. Internet customers paying by direct debit will receive bills online through their Infinity Account Toolbox.

RECEIVING STATEMENTS

By default, you will receive your bill 7 days prior to the end of each calendar month. Your bill will then be debited from your nominated payment method on the first day of the following calendar month.

To switch to mail billing please contact us. This will incur a \$2.50 monthly fee on top of the \$2.50 non-direct debit fee & \$2.50 administration fee.

