

CRITICAL INFORMATION SUMMARY

NBN

INFORMATION ABOUT THE SERVICES

Here's a quick summary of all the important information about the Buroserv NBN Plans. The service is a broadband data service provided over the National Broadband Network NBN and is only available in NBN enabled areas. The plans include unlimited uploads and downloads.

Available terms are 1, 12 and 24 months.

Other Important Conditions

Offer available to approved customers only
Services are provided under our Standard Form of Agreement http://www.buroserv.com.au/important-documents
Fair Use and Acceptable Use Policy Apply - http://www.buroserv.com.au/important-documents
Early Termination Charge applies (except during any applicable cooling off period)
Important Information regarding NBN speeds is available at http://www.buroserv.com.au/important-documents
Useful links to the NBN website - www.nbnco.com.au/learn-about-the-nbn/in-home-optimisation
www.nbnco.com.au/learn-about-the-nbn/speed.html

AVAILABILITY

NBN Services are only available within selected NBN coverage areas are subject to infrastructure availability at the customer's premises.

NBN SPEEDS

	NBN Basic	NBN Standard	NBN Standard +	NBN Premium
Typical Minimum Evening Speeds (7pm-11pm)	6 Mbps Download 1 Mbps Upload	15 Mbps Download 4 Mbps Upload	30 Mbps Download 15 Mbps Upload	60 Mbps Download 24 Mbps Upload
Typical Minimum Speeds Outside 7pm-11pm	11 Mbps Download 1 Mbps Upload	22 Mbps Download 4 Mbps Upload	45 Mbps Download 15 Mbps Upload	90 Mbps Download 30 Mbps Upload

Actual throughput speeds may vary due to many factors including type/source of content being downloaded hardware/software configuration, type of NBN technology, the number of simultaneous users on the network and the performance of interconnecting infrastructure not operated by Buroserv. Devices connected by Wi-Fi may experience slower speeds than those connected by a cable. Important information regarding speeds can be found at <http://www.buroserv.com.au/important-documents>. If your NBN service doesn't allow you to properly benefit from the speed tier you're on, we'll provide you with your maximum line speed, once it's available, along with alternative options. Options may include a price reduction or release from your contract without penalty.

INFORMATION ABOUT PRICING

	NBN Basic	NBN Standard	NBN Standard +	NBN Premium
Monthly Access Fee	\$64.95	\$ 68.95	\$ 73.95	\$ 83.95
Monthly Data Quota	Unlimited	Unlimited	Unlimited	Unlimited
Modem Fee - no contract	\$ 99.95			
Modem Fee - 12-month contract	\$ 19.95			
Modem Fee - 24-month contract	\$ 0.00			
Speed Downgrade Fee	\$ 20.00			

Contact Us

We are dedicated to excellence in servicing our customers, if you would like to know more about this plan, please contact:

Phone: 1300 129 582 - Monday to Friday (9am-5pm AEST)
Email: customercare@buroserv.com.au
Website: www.buroserv.com.au
ABN: 48 612 519 178

Concerns or Disputes

If you have any questions, concerns or complaints, you can access our Complaints Handling Policy.
<http://www.buroserv.com.au/important-documents>
 or call us on 1300 129 582 Monday to Friday (9am-5pm AEST).

If you are not satisfied with the resolution of your complaint you can contact:

The Telecommunications Industry Ombudsman

Phone: 1800 062 058
Email: tio@tio.com.au
Website: www.tio.com.au

*Please note this is only a summary, if you would like more information regarding this offering, please contact us.
 Pricing mentioned was correct at the time of printing.*

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INFORMATION ABOUT PRICING

	NBN Basic	NBN Standard	NBN Standard +	NBN Premium
Minimum Cost - No contract	\$164.90	\$168.90	\$173.90	\$183.90
Minimum Cost - 12-month contract	\$799.35	\$847.35	\$907.35	\$1,027.35
Minimum Cost - 24-month contract	\$1,558.80	\$1,654.80	\$1,774.80	\$2,014.80

CALL RATES

Up to 2 optional telephone services can be added to your NBN service. The charges for each telephone service are as below:

Voice Service Plan	Monthly Access Fee	Local and National Calls	Mobile Calls	13/1300
PAYG Voice	\$ 2.00	\$0.15 per call	\$0.15 per minute	\$0.40 per call
Unlimited Voice	\$ 12.00	Unlimited	Unlimited	\$0.40 per call

International Call Rates can be found at <http://www.buroserv.com.au>. All included calls are subject to Buroserv's Fair and Acceptable User Policy which can be found at <http://www.buroserv.com.au/important-documents/>.

CONNECTION CHARGES

Standard installation is included with your plan. Where additional work is required to connect your NBN service this is not a standard installation. Buroserv will pass on any additional fees. Additional fees may include but are not limited to NBN New Development Charge of \$300 and/or \$300 for a new copper pair. In such cases, Buroserv will obtain your approval before proceeding with the installation. A 240-volt power supply may be required. In the event of a power outage, your services will not work unless you maintain a back-up battery. If you take up an NBN service, you will not be able to move back to a copper based service.

HARDWARE

A Buroserv Wi-Fi Modem is provided. The modem is auto-configured and customer self installed. Please note that support is only available for Buroserv approved modems. Telephone handset is not included and is required to use the Voice Service.

EARLY TERMINATION

The Early Termination Charge is \$250 for services contracted for 12 or 24 months .

CONNECTION TIMEFRAME

If there has been a previous working NBN service at your premises and we can reconnect it without having to visit your premises, then we aim to connect the service within 5-7 working days of your request. If this isn't possible, then we aim to connect your service within 10-15 working days, depending on your location.

BILLING

We will bill you in advance for the Monthly Access Charge and features. Your bill will include charges for part of the month from when you signed up to your plan until the end of that billing period, as well as the Monthly Access Charge in advance for the next billing period. For details on usage, customers can access our online customer portal at <https://portal.selcomm.com/buroserv/SelfCare/>. Please contact customer service to setup your online account.

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