

# CRITICAL INFORMATION SUMMARY

## UNLIMITED FAST FIBRE

Buroserv's Unlimited Fast Fibre plans to deliver a broadband internet service over the LBNCo network to the network boundary point at your premises. The plans include unlimited uploads and downloads.

A Modem is required to use the service. This Can be purchased as an optional extra.

Minimum term is one month.

Early Termination Charge is the balance of the Monthly Access Fee in the month of the cancellation.

A new site development fee of \$300 ex GST may apply to this service, and if these charges apply to your order, we will notify you before processing the order. Buroserv does not provide Priority Assistance. Unlimited Fast Fibre services are only available in enabled locations. An optional Voice Service is available. An analogue telephone handset is required to use the Optional Voice Service. Handsets are not provided as part of the Optional Voice Service.

### Service Description

	Basic	Standard	Standard +	Premium
Monthly Access Fee	\$ 300.85	\$ 69.95	\$ 74.95	\$ 94.95
Monthly Data Quota	Unlimited	Unlimited	Unlimited	Unlimited
Activation Fee	\$ 108.90			
Plan Change	\$ 35.00			

	Basic	Standard	Standard +	Premium
Minimum Cost	\$ 300.85	\$ 310.85	\$ 315.85	\$ 335.85

	Basic	Standard	Standard +	NBN Premium
Typical Minimum Evening Speeds (7pm-11pm)	10 Mbps Download	20 Mbps Download	40 Mbps Download	80 Mbps Download

Actual throughput speeds may vary due to many factors including type/source of content being downloaded, hardware/software configuration, 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>.

Optional 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/>.

# CRITICAL INFORMATION SUMMARY

## UNLIMITED FAST FIBRE

### Modem

A Modem is required to use this service which can be purchased as an optional extra. Please note that support is only available for Buroserv approved modems.

### 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>

Important Information regarding service speeds is available at <http://www.buroserv.com.au/important-documents>

### Customer Care

We are dedicated to excellence in servicing our customers, Our Customer Care Portal provides access to all your services records, including relevant usage, service numbers and service IDs, and invoices. To access Customer Care, please call **1300 129 582** for your user name and password.

If there is something you are not happy about, and you wish to make a complaint, please contact us on 1300 129 582, Monday to Friday (9am to 5pm AEST). Our Customer Complaint Policy is at <http://www.buroserv.com.au/wp-content/uploads/2019/06/ComplaintsHandlingPolicy-buroserv.pdf>. We will make every effort to resolve any issue. If we are unable to resolve your issue, you can contact the TIO on 1800 062 058, or visit [www.tio.com.au](http://www.tio.com.au)