

# CRITICAL INFORMATION SUMMARY

## UNLIMITED FAST FIBRE

### INFORMATION ABOUT THE SERVICES

Here's a quick summary of all the important information about the Buroserv Unlimited Fast Fibre Plans. The service is a broadband data service. The plan includes unlimited uploads and downloads.

**All plans** are month-to-month.

#### 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)

### AVAILABILITY

Unlimited Fast Fibre Services are only available at selected locations and are subject to infrastructure availability at the customer's premises.

### FIBER INTERNET SPEEDS

	Standard Speed	Standard + Speed	Premium Speed
Typical Minimum Evening Speeds (7pm-11pm)	15 Mbps Download 4 Mbps Upload	30 Mbps Download 15 Mbps Upload	60 Mbps Download 24 Mbps Upload
Typical Minimum Speeds Outside 7pm-11pm	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 connection 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>.

### INFORMATION ABOUT PRICING

	Standard Speed	Standard + Speed	Premium Speed
Monthly Access Fee	\$ 64.95	\$ 74.95	\$ 84.95
Monthly Data Quota	Unlimited	Unlimited	Unlimited
Modem Fee	\$ 49.00		
Connection Fee	\$ 49.00		
Plan Changes	\$ 35.00		
Minimum Charge	\$ 162.95	\$ 172.95	\$ 182.95

### CALL RATES

Voice Service Plan	Monthly Access Fee	Local and National Calls	Mobile Calls	13/1300
PAYG Voice	\$ 0.00	\$0.15 per call	\$0.15 per minute	\$0.40 per call
Unlimited Voice	\$ 12.00	Unlimited	Unlimited	\$0.40 per call

### 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](mailto:customercare@buroserv.com.au)  
**Website:** [www.buroserv.com.au](http://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](mailto:tio@tio.com.au)  
**Website:** [www.tio.com.au](http://www.tio.com.au)

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<b>CONNECTION CHARGES</b>	Where additional work is required to connect your Unlimited Fast Fibre services this is not a standard installation. Buroserv will pass on any additional fees. Additional fees may include but are not limited to 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. If you take up an Unlimited Fast Fibre service, you will not be able to move back to a copper based service.
<b>HARDWARE</b>	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.
<b>CONNECTION TIMEFRAME</b>	If there has been a previous working Unlimited Fast Fibre 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.
<b>BILLING</b>	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 <a href="https://portal.selcomm.com/buroserv/SelfCare/">https://portal.selcomm.com/buroserv/SelfCare/</a> . Please contact customer service to setup your online account.

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