

# Buroserv NBN

## Critical Information Summary



This summary may not reflect any discounts or promotions which may apply from time to time

### Information about the service

#### Service availability

This service is an unbundled service, not available to all areas, site addresses or customers. The type of service offered may need further qualification checks to determine what's available at your location. We'll try to contact you if all your services can't be connected, however if we can't get in touch you'll be connected to the lowest-priced plan(s).

	25/5	50/20	100/20 Home Fast	100/40	250/25 Home Super Fast
<b>Monthly Access Fee</b>	\$59.99	\$74.99	\$94.99	\$99.99	\$119.99
<b>Set Up Fee</b>					
<b>Month to Month</b>	\$150				
<b>12 Month</b>	\$10.00				
<b>24 Month</b>	\$0.00				
<b>Minimum Cost</b>					
<b>Month to Month</b>	\$209.99	\$224.99	\$244.99	\$249.99	\$269.99
<b>12 Month</b>	\$729.88	\$909.88	\$1,149.88	\$1,209.88	\$1,449.88
<b>24 Month</b>	\$1,439.76	\$1,799.76	\$2,279.76	\$2,399.76	\$2,879.76
<b>Typical Minimum Evening Download Speeds (7pm-11pm)</b>	22 Mbps Download	48 Mbps Download	93 Mbps Download	93 Mbps Download	240 Mbps Download
<b>Modem ( Optional)</b>					
<b>TP Link VR400</b>					
<b>Outright</b>	\$149.99				
<b>12 Month Term</b>	\$12.99				
<b>24 Month Term</b>	\$6.99				
<b>TP Link VR2100V</b>					
<b>Outright</b>	\$239.99				
<b>12 Month Term</b>	\$21.99				
<b>24 Month Term</b>	\$11.99				
<b>TP Link AC321 - 4G Backup</b>					
<b>Outright</b>	\$209.99				
<b>12 Month Term</b>	\$17.99				
<b>24 Month Term</b>	\$9.99				
<b>4G SIM FOR AC321</b>	\$16.00				
<b>SIP Voice</b>					
<b>PAYG</b>	\$2.00				
<b>LNM</b>	\$5.00				
<b>13LNM</b>	\$10.00				

Service Plan call Charges	Local & National Calls	Calls to Mobiles	Calls to 13/1300
<b>PAYG Voice</b>	\$ 0.15 per call	\$ 0.15 per minute	\$ 0.40 per call
<b>LNM</b>	Included	Included	\$ 0.40 per call
<b>13LNM</b>	Included	Included	Included

### Broadband speeds

An NBN service can never go faster than the maximum line speed available at your home, so for FTTN/B/C customers we will confirm your actual speeds after connection and let you know if your line is not able to achieve the maximum speed of your plan. Broadband speeds vary due to several factors, including:

- Type of technology available at your address
- Network capacity
- Set up at your site (such as location of your modem and how the internet is used in your premise)
- Whether your device is connected by Wi-Fi rather than Ethernet cable
- Your hardware and software configuration
- The source and type of content downloaded
- The number of users and performance of interconnecting infrastructure not operated by Buroserv

For further information, go to [www.buroserv.com.au/important-documents/](http://www.buroserv.com.au/important-documents/) to check what NBN technology is available at your address visit [www.nbnco.com.au](http://www.nbnco.com.au)

### Hardware

The service does not include a modem, which is available as an option. You can purchase a modem from us, either outright, in which case we will bill you for the modem in the first available invoice, or you can opt to pay for the modem over the term of the NBN contract you have selected., or a lesser time if a lesser time is available. Modem options include modems for internet only, internet and voice, or internet with 4G back up. If you choose a modem with 4G backup capability, the 4G service acts as a failover in the event that the primary service fails, the 4G service cannot be used for any other purpose. you must also purchase a mobile sim to make the backup capability work, and we will charge you monthly for the mobile service. The mobile service will provide 50Gb of data to be used in the event of a primary service failure. We recommend you consider additional security options to suit your network environment and business needs. As no service can provide a guaranteed 100% up time, we recommend that you maintain an alternate service as a backup if your NBN service is critical to your business.

### Optional Voice Service Plan

An optional Voice Service Plan is available with the NBN service. This Voice Service does not include a handset. Handsets are available from Buroserv at an additional cost. Use by call centres, telemarketers, auto dialers or other robots is a breach of the Fair Use Policy and will result in the suspension or disconnection of the voice service.

Your Voice Service is on a month to month plan, if you cancel a month to month contract, we will disconnect the service at the conclusion of the month in which you cancel the service and cease billing for that service. If you cancel your NBN Service, your Voice Service will also be cancelled.

The Minimum Charge for the NBN Service and the Voice Service combined will increase by the value of the Voice Plan you select.

### Other charges

In addition to the monthly charge, you may pay the following connection, equipment and installation charges:

- Standard Professional Installation: \$240 if a technician visits your premises.
- Connecting to the NBN network: NBNCo charges \$300 for first-time connections in new developments. We'll let you know if this applies to you and include it on your bill.
- Non- standard installations: Additional charges apply for non-standard installations such as complex or remote area installations and additional connection points may be charged by NBNCo, we will endeavor to advise you of these in advance. These charges will be billed on your invoice.



**BUROSERV**

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### Fair Use Policy

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, or the NBNCo Fair Use Policy, including suspending or cancelling your service, or reducing its speed.

### Changing your Plan

You can change to another eligible plan higher speed plan once a month during your minimum term without re-contracting or paying Early Termination Charges (ETC). However, if you cancel within your contracted minimum term, an ETC as stated in the plan table above will apply.

### Moving to the NBN network

Your current analogue contract could overlap with the rollout of the NBN network. Contact us if you wish to transfer to Buroserv on the NBN network. If you don't, we'll continue to provide your service up until the date on which your current service is disconnected as required by law. We will endeavor to contact you to advise you of the disconnect date of your existing non NBN service, however it is your responsibility to ensure you take action to ensure you have a service after the current service is disconnected. During the provisioning and installation processes, you may receive a number of messages from ourselves and NBNCo, it is important that you respond to these messages if asked to, as failure to do so will result in a delay to the installation of your service. Someone over the age of 18 must be present at the premises during the installation of your service. Whilst we endeavor to reduce any time without a service to the minimum, some period without a service may occur as a consequence of events beyond our control.

### NBN satisfaction guarantee

If you are moving to the NBN network for the first time and you're not happy with your NBN services for any reason, let us know within 30 days of connection and we'll do our best to fix it or you can cancel your NBN services without penalty. We'll even refund your monthly plan fee for that first month.

### How can I check and manage my usage?

The NBN service has unlimited upload and downloads (subject to fair use policy), To register and obtain credentials to our online customer portal Selfcare, please call us on 1300 129 582.

### Early Termination Charges

Early Termination Charges are not payable on month to month NBN plans. You agree that our Early Termination Charges on NBN services acquired by you on 12 or 24 month plans are a fair estimate of our cost in terminating the service at your request, whilst it is still in contract. The early Termination Charge for an NBN service cancelled within its contract term is \$150.00. If you have obtained a modem or other hardware from us and are paying for the hardware over a term contract, we will bill you for any outstanding balance at the time you cancel your NBN service.

### Understanding my bill

Your bill is issued on the same date each month. You're billed in advance for the minimum monthly charge, and in arrears for any usage not included in your plan. You may also be charged for individual services until all those in your plan are connected, so your first few bills may be higher or lower than expected. When you start or change your plan part way through a billing period, your first bill will have additional charges.

### Need help? We're here for you.

Visit [buroserv.com.au/support/contact-us](https://buroserv.com.au/support/contact-us) or call **1300 129 582** for our support options.

### Complaints

If there's something you're not happy with and you wish to make a complaint, call **1300 129 582**. We like to make every attempt to resolve any issue, but you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit [tio.com.au/about-us/contact-us](https://tio.com.au/about-us/contact-us) if you'd like an independent investigation.

This is a summary only. The full legal terms for this plan are available at <https://buroserv.com.au/important-documents/>, which also contains other important documents which you should read.