

Buroserv NBN

Critical Information Summary



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

effective 18 December 2023

Information about the service

Service availability

This service is a bundled service, providing an NBNCo service and a compatible modem, at additional cost. Not available in all areas, site addresses, NBNCo access technologies, 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 your services can't be connected, however if we can't get in touch you'll be connected to the lowest-priced plan(s).

ALL PRICES INCLUDED GST

Speed Tier	25/10	50/20	75/10	100/20	100/40	250/25	250/100	500/200	500/50	1000/400
Minimum Monthly Charge	\$59.95	84.95	81.95	\$89.95	\$94.95	\$ 105.95	\$145.00	\$220.95	\$109.95	\$337.95
Set Up Fee	\$0									
Minimum Cost	\$59.95	\$84.95	\$81.95	\$89.95	\$94.95	\$ 105.95	\$ 145.00	\$220.95	109.95	\$337.95
Typical Evening Download/Upload Speed	18/7 Mbps	48/17Mbps	48/17Mbps	95/17 Mbps	95/34 Mbps	225/21 Mbps	225/85 Mbps	Unavailable	Unavailable	Unavailable
Number of Users/Devices	Up to 5 people or devices	Up to 5 people or devices	Up to 5 people or devices	Up to 10 people or devices		Up to 20 people or devices		Up to 35 people or devices		Up to 50 people or devices
Basic uses:	y	Y	y	Y	Y	Y	Y	Y	Y	Y
Standard uses:	y	Y	y	Y	Y	Y	Y	Y	Y	Y
Down/upload large files	N	N	N	Y	Y	Y	Y	Y	Y	Y
Publishing & viewing UHD/4K content	N	N	N	N	N	N	N	Y	Y	Y

Uses

Basic use means voice calls, SD video streaming, emails and browsing, social media, streaming music. **Standard Use** means using cloud based business apps, download and upload standard files, back up cloud, video conferencing.

Typical Evening Download/Upload Speed and Factors that can impact Broadband speeds.

nbn™ Speed Tier refers to the maximum possible speed of the relevant plan outside evening peak hours. You will typically experience slower speeds in practice, including during evening busy periods. Not all speeds are available in all areas. Actual speeds may be slower and vary due to a range of 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.co.au/important-documents/ to check what NBN technology is available at your address visit www.nbnco.com.au

500/200, 500/50 and 1000/400 are new plans. We don't currently have enough data to provide an average sampled evening speed. We will update our documentation to include this information once available.

Information on FTTB/FTTC/FTTN Speeds and Your Options

nbn™ services provided using FTTB/FTTC or FTTN technology may not be capable of supporting the highest available speed tiers. It is not possible for us to determine precisely the maximum speed that you will be able to achieve until your service is connected. If after connecting to a higher speed tier, you cannot achieve the typical speeds shown for your plan, we offer to move you to a lower speed tier and refund any money that you have paid for the higher speed tier. You will also have the right to cancel your plan without cost.

Technical Limitations During Power Outage

Your nbn™ service will not work during a power outage. You will not be able to make/receive phone calls (including emergency phone calls) using your nbn™ service and will need to use a mobile phone. Any back to base alarm or medical alarm connected to nbn™ will also cease to work.

Medical and Security Alarms

If you have a medical or security alarm, it is important to check with your alarm provider that they are compatible with an nbn™ connection before ordering an nbn™ service.

Modem

You will require an NBNCo compatible modem for this service. The modem and the price of the modem vary according to availability. You will be billed for your modem on your first invoice. This price is inclusive of configuration and freight by standard Post Office delivery, typically 1 to 2 days in metro areas and up to 5 days in other areas. A signature is required upon delivery. If no one is available to sign for the modem, it will be left at a Post Office for you to pick up. Once we dispatch the modem, the modem becomes your property.

Installation Charges

Standard installation is included at no charge to your plan. If a non-standard installation is required, NBNCo may impose additional charges, which we will pass on to you. If NBNCo deems your property to be a new development, the NBNCo New Development Charge of \$300 will apply.

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

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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.

Service Plan Call Charges	Local & National Calls	Calls to Mobiles	Calls to 13/1300	Monthly Plan Charge
PAYG Voice	\$0.15 per call	\$0.15 per minute	\$0.40 per call	\$2.00
LNM	Included	Included	\$0.40 per call	\$5.00
13LNM	Included	Included	Included	\$10.00

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).

Can We Change your Plan?

From time to time, we may make changes to your Plan, including the price and inclusions. Our plans include an annual price review and may increase by the Consumer Price Index (also known as CPI) in July each year. If we change your Plan, or move you to a new Plan, we'll give you a minimum of 30 days' notice before we make the change. If we reasonably consider that the change or move has more than a minor detrimental impact on you, you may cancel your plan by either disconnecting the service or transferring the service away from us. NBNCo may change the wholesale price of the services, which could affect your price.

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.

NBN Service Disconnection

If you disconnect your NBN service, we will not provide a part period refund.

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 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 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.