CRITICAL INFORMATION SUMMARY

Static IP Failover Solution

Buroserv Static IP Failover Solution is an innovative hardware solution, that provides the hardware required to maintain a static public IP address during a primary data service outage, utilising Mobile Broadband to supply internet access.

This product comes in three classes depending on the primary data service type and speed:

1. A VDSL solution for speeds up to NBN 100/40Mbps.

2. A non-VDSL solutions for speeds up to NBN 100/40Mbps.

3. A Fibre solution is available for data services with performance greater than 100Mbps.

Available terms are month-to-month and 12-months.

You will need a 240V power supply for the equipment.

SERVICE DESCRIPTION

Month-To-Month Plan	
VDSL Solution – Month-To-Month Contract	$ 550 Once-off
Non-VDSL Solution – Month-To-Month Contract	$ 450 Once-off
Fibre Solution – Month-To-Month Contract	$ 730 Once-off
Monthly Management Fee– Month-To-Month Contract	$ 15 Monthly
Delivery Charge	$ 25

12-Month Contract	
VDSL Solution – 12-Month Contract	$ 500 Once-off
Non-VDSL Solution – 12-Month Contract	$ 375 Once-off
Fibre Solution – 12-Month Contract	$ 650 Once-off
Monthly Management Fee – 12-Month Contract	$ 10 Monthly
Delivery Charge	$25

Prerequisites for this solution are a Buroserv data service and modem, and a static IP Address. A Mobile Broadband service is also required, which can be acquired separately from Buroserv, or you can supply your own. Please contact Buroserv sales for a quote on the data and mobile broadband services available at your location, and which are recommended for your business requirements.

EARLY TERMINATION

There are no early termination fees on a month-to-month plan. Early termination fees apply on the 12-month contract as detailed below:

Early Termination Charges apply on the 12-month plan	
Cancel a 12-month VDSL solution within 12 months	$50
Cancel a 12-month non-VDSL solution within 12 months	$75
Cancel a 12-month Fast Fibre solution within 12 months	$80
Cancel a 12-month monthly management fee within 12 months	$15 x Remaining contract months

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Hardware

The service includes all required hardware as detailed below. All hardware is pre-configured and requires customer self-installation. An installation guide is included, and is available at http://www.buroserv.com.au/important-documents, our support team is available to talk you through the physical connecting. Support is only available for Buroserv supplied hardware.

VDSL Solution	Non-VDSL Solution	Fast Fibre Solution
1x Mikrotik RB760iGS (hEX 5)	1x Mikrotik RB760iGS (hEX 5)	1x Mikrotik RB4011iGS+RM
1x Netgear LB2120 4G modem	1x Netgear LB2120 4G modem	1x Netgear LB2120 4G modem
1x Netgear DM200 VDSL modem		

Important Conditions

Offer available to approved customers only

Services are provided under our Standard Form of Agreement 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 username 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://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