

# CRITICAL INFORMATION SUMMARY

## IP Voice

### Information about the Services

Here's a quick summary of all the important information about the IP Voice plans. The service is a post-paid Business Voice service delivered via your Internet connection

**Minimum Term** is 24 months.

#### 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).

### Information About Pricing

Product	IP Express PAYG	IP Express Basic	IP Express Standard	IP Express Premium
Monthly Access Fee	\$6.00 / month	\$20.00 / month	\$25.00 / month	\$30.00 / month
Voice	1 DID - 2 Concurrent	1 DID - 2 Concurrent Calls	1 DID - 2 Concurrent Calls	1 DID - 2 Concurrent Calls
Standard National Fixed Calls	\$0.165 / call	Unlimited	Unlimited	Unlimited
Fixed to Mobile Calls	\$0.165 / call	Unlimited	Unlimited	Unlimited
13/1300 calls	\$0.44 / call	\$0.44 / call	Unlimited	Unlimited
International calls	As per PAYG rates	As per PAYG rates	As per PAYG rates	Unlimited to UK, USA, New Zealand, China, India, Hong Kong, Malaysia, Singapore, Indonesia and Vietnam. All other as per PAYG
Minimum Spend Over 24 Months	\$144	\$480	\$600	\$720

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>

### Early Termination

The Early Termination Charge is up to \$299. The full Charge is applicable if cancelling within the first 12 months. After the first 12 months this will be pro-rated by the number of months remaining in the Minimum Contract Term.

#### 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 726 210 - Monday to Friday (9am-5pm AEST)  
**Email:** [info@buroserv.com.au](mailto:info@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 726 210 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)

*Please note this is only a summary, if you would like more information regarding this offering, please contact us. Pricing mentioned was correct at the time of printing.*

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### Availability

An internet service with a minimum of 100/100 kbps per concurrent call is required. You can utilise an existing internet connection or request a new service from Buroserv. Applicable internet charges apply. In addition to an internet connection an IP capable modem / router, IP Phone or an IP enabled PBX is required.

These can all be sourced additionally from Buroserv if required.

### Hardware

An internet service with a minimum of 100/100 kbps per concurrent call is required. You can utilise an existing internet connection or request a new service from Buroserv. Applicable internet charges apply. In addition to an internet connection an IP capable modem / router, IP Phone or an IP enabled PBX is required. These can all be sourced additionally from Buroserv if required.

### Bringing Over Existing Number

One "Simple Port" per service is included. If the number you would like to bring over is considered a complex port then a \$55 Complex Port fee will apply.

### Billing

We will bill you in advance for the Monthly Access Charge features. Your bill will include charges for part of the month from 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.

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