

Buroserv Fixed Wireless

Critical Information Summary



Effective 4 December 2025

Information about the service

The service delivers a broadband internet connection using our high-performance Fixed Wireless network. It includes unlimited data, along with access to our technical support team via phone, email, and our helpdesk portal. To activate the service, an antenna will be installed on your roof and wired up to a router point (network boundary point) that we will set up inside your premises. We also provide the supply and installation of the antenna. On-site support is included at our discretion and is limited to maintaining and repairing our equipment.

Service Availability

Fixed Wireless services are only available in certain areas. Please contact Buroserv to establish whether there is coverage in your area or at your property. In addition, as this service requires the mounting of equipment on the building roof, permission from the landlord/strata company or building management must be obtained to install such equipment to be able use this service. Our technicians may require access to secure locations like building cavities etc. to run the cabling from the roof down to the building comm's room.

ALL PRICES INCLUDED GST

Speed Tier	20/20 Mbps	50/50 Mbps	100/100 Mbps
Minimum Monthly Charge	\$273.90	\$317.90	\$361.90
Monthly Data Quota	Unlimited		
Installation Fee	12 mo. Contract \$0		

Installation

Our technicians will install the antenna and the network boundary point at your premises. You, or someone aged 18 or over, must be present for the entire installation. Any need for cabling beyond the network boundary point is customer responsibility and cost. The service can be provided with or without Customer Premises Equipment (CPE). This device connects your local network to the carrier network. If you need a CPE, we can supply one for an additional cost, please reach out to our sales for more detailed costing.

Setup Fee

An installation/setup fee of \$0 applies to a 12-month term. Non-standard installations may be needed at some locations and will incur an additional upfront cost, quoted on a case-by-case basis.

Minimum Term

1 month. You can upgrade your plan at any time, or downgrade at the beginning of a new billing cycle. A setup fee applies for service activation.

Termination Fee

If a service is cancelled out of contract, 5 days' notice must be given, and we shall cancel at the end of the calendar month. Customers will be required to pay the balance of the fees for the remaining contract period.

Fee for Service

This fee applies when the service problem is determined to be outside our responsibility—for example, a WiFi issue or any fault not associated with our antenna, cabling, network, or other components under our control up to the network boundary point. If you do not agree to the Fee for Service beforehand, we may be unable to fix the issue. The fee will be calculated based on the time and materials required for the labor. Customers may contact our sales team if they require further assistance.

Connection Speed

The speed tier indicates the maximum speed the service can theoretically reach under ideal conditions. These speeds are estimates, and actual speeds may be lower. Performance can be affected by various factors, including environmental conditions (such as weather and wireless interference), network infrastructure, your device's hardware and software setup, the type and source of content being accessed (e.g., online games, websites, downloads), and the number of other users on the network. Speeds may also be reduced when devices are connected via WiFi.

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Residential Grade Service

Our services are designed for residential use and do not include business-grade priority support. If you need a business-grade service, please visit our website for more information: <https://buroserv.com.au/business-internet-solutions/>

Priority Assistance

Priority Assistance is designed for households with someone who has a diagnosed life-threatening medical condition and relies on a fully operational telephone service for their safety. Our service does not support Priority Assistance. However, you will still be able to contact emergency services through our network but please note that our SIP calls are dependent on internet connectivity. If Priority Assistance is required, you should apply through a provider that offers this service, such as Telstra.

Usage Information

Fixed Wireless service includes unlimited data, so monitoring or reporting of usage is not required.

Customer Portal

You can view your service, access invoices, and make payments through our customer portal: <https://portal.selcomm.com/Buroserv/SelfCare>

Fair Use Policy

You must use your service in accordance with our Fair Use Policy https://buroserv.com.au/wp-content/uploads/2024/09/BU-fair_use_policy.2014.pdf and not in an unreasonable, fraudulent, or disruptive manner that affects the integrity of the network. If you breach this policy, we may take action, including suspending or cancelling your service, or reducing its speed.

Customer Service

Please visit www.buroserv.com.au if you have any questions about this offer. If you need to talk to our technical support about our services or your connection, you can call us on 1300 287 699. Our opening hours are Weekdays & Weekends 8am-8pm (AEST).

Complaints or Disputes

If there's something you're not happy with and you wish to make a complaint, call 1300 287 699. 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.

Terms of Service

This document is a summary of critical information relating to the service. Full Standard Form of Agreement apply to your use of this service and can be accessed on our website at <https://buroserv.com.au/important-documents/> Billing Information relating to this service can also be accessed on the same link. We may update these documents and/or our plan range without notice from time to time. The latest version of these documents can always be downloaded from our website: <https://www.buroserv.com.au>

Customer Service Contact Details

You can contact our customer service team by:
Phone: 1300 287 699 | Email: customercare@buroserv.com.au | Chat: <https://www.buroserv.com.au>
For more information on Broadband, visit <https://www.commsalliance.com.au/BEP>.
All prices quoted include GST.