

# IP Voice

## Critical Information Summary



Effective 15 January 2026

### Information about the service

IP Voice is a modern, cloud-based phone service that delivers voice calls over an internet connection instead of traditional copper lines. It provides a reliable, cost-effective, and flexible communication solution for businesses of all sizes.

### Service Availability

A reliable internet connection with at least 100/100 kbps per concurrent call is required. You can use your existing internet service or request one from Buroserv (standard internet charges apply). An IP-capable modem/router, IP phone, or IP-enabled PBX is also required and can be supplied by Buroserv if needed.

ALL PRICES INCLUDED GST

IP Voice Call Plan	PAYG	BASIC	STANDARD	PREMIUM
(2 Concurrent Calls - 1 DID)				
Monthly Access Fee	<b>\$6.00</b>	<b>\$20.00</b>	<b>\$25.00</b>	<b>\$30.00</b>
Standard National Fixed Calls	\$0.165 per call	Included	Included	Included
Fixed to Mobile Calls	\$0.165 per minute	Included	Included	Included
13/1300 Calls	\$0.44 per call	\$0.44 per call	Included	Included
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 & Vietnam All other as per PAYG
Minimum Spend Over 24 Months	\$144	\$480	\$600	\$720

### Installation

Installation of IP Voice requires a stable internet connection that meets the necessary bandwidth and includes setting up new numbers or porting existing ones. The customer will be provided with their SIP credentials, and DID's can be pointed to a nominated IP address. Configuration of IP phones, IP-enabled PBX, and network equipment can be completed remotely or onsite, with additional charges applying for complex setups or cabling.

### Setup Fee

There is no setup fee; however, a once-off charge of \$55 may apply for complex number porting, while simple porting is included. Onsite installation may also incur additional charges.

### Minimum Term

24 months. You can upgrade your plan at any time, or downgrade at the beginning of a new billing cycle.

### Termination Fee

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.

### 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.

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### 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

IP Voice calls are charged based on usage, with rates applying to local, national, mobile, and international calls. Charges depend on the call destination and duration and are itemised on the monthly invoice.

Call quality depends on having a stable internet connection with enough bandwidth for concurrent calls. Usage is subject to standard terms and acceptable use policies.

### 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](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](http://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](http://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](mailto: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.