

NBN with Voice & 4G Backup

Critical Information Summary



Effective 4 December 2025

Information about the service

The nbn® network provides high-performance connectivity, delivering ultra-fast speeds between customers and their Internet Service Providers. This service is available only within an nbn® Fixed Line coverage area. If your premises is not yet connected, an nbn® connection will be required. The service includes unlimited data and access to our technical support team via phone, email, and live chat through our webpage. On-site assistance may be provided at our discretion and is limited to the maintenance and repair of our equipment. Our product also offers optional services for voice and 4G backup. With the complete package, you can make and receive calls and benefit from redundancy through automatic failover if the primary internet connection goes down, excluding outages caused by power interruptions.

Service Availability

nbn® service availability depends on the NBN Co network and may vary based on your location and the technology type serving your premises. Not all speed tiers or service types are available in all areas. A service qualification check is required to confirm eligibility and determine any installation needs. If a service cannot be connected, we will notify you and provide alternative options where possible. Please contact our sales specialist if you need any further assistance.

ALL PRICES INCLUDED GST

Speed Tier	Minimum Monthly Charge	Setup Fee	Monthly Data Quota	Modem & Shipping	Typical Evening Download Speed	Basic Use	STD Use	Large file format	UHD/ 4K Display
25/10	\$58.00	\$0.00	Unlimited	\$99.00	22/8 Mbps	Y	Y	N	N
50/20	\$103.00				44/17 Mbps	Y	Y	N	N
100/20	\$106.00				95/17 Mbps	Y	Y	Y	N
500/50	\$106.00				440/42 Mbps	Y	Y	Y	Y
100/40	\$112.00				95/34 Mbps	Y	Y	Y	N
250/100	\$112.00				225/85 Mbps	Y	Y	Y	N
750/50	\$116.00				Unknown	Y	Y	Y	Y
500/200	\$139.00				Unknown	Y	Y	Y	Y
1000/100	\$134.00				Unknown	Y	Y	Y	Y
1000/400	\$167.00				Unknown	Y	Y	Y	Y
2000/200	\$208.00				Unknown	Y	Y	Y	Y

Installation

Your address must be prepared for activation by nbn co, which may include the installation of required equipment. We will inform you of this during sign-up. If your property is located in a ready-for-service area but has not yet been made activation-ready, we will arrange the necessary steps as part of your order.

Setup Fee

nbn® fixed line services are offered with \$0 activation; however, an nbn® New Development Fee may apply in some locations. New and returning customers must pay the first month's service charge upfront, together with any applicable setup and hardware costs. If the service cannot be successfully activated, eligible upfront charges may be refunded once the supplied modem/router has been returned. Customers should contact our Customer Service team to discuss refund eligibility. The \$0 activation offer does not include Special Linkage Charges or other costs required to complete the service, including but not limited to lead-in cabling, in-building cabling, non-standard installations, and the nbn® New Development Fee. In some locations, nbn® may charge a once-off \$300 fee for the initial installation at a premises. Where applicable, this fee will be disclosed prior to connection and included in the upfront charges.

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

Customer is required to notify us should wish to cancel the service. Charges will apply up to the last day the service remains active, and terminations cannot be backdated.

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Self-Installation

Activation does not include setting up the router at your premises, so you will need to connect it yourself. Our technical support team is available to assist via phone, email, or support ticket.

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

We provide two speed estimates for our services: Theoretical Maximum Speed and Typical Evening Speed.

- Theoretical Maximum Speed is the highest speed the service could achieve under ideal conditions.
- Typical Evening Speed is the average speed customers usually experience during peak hours.

These speeds are estimates only and may vary due to factors like your devices, WiFi connection, the type of content you access, network congestion, and third-party infrastructure. Because of these variables, your typical evening speed may differ from the estimates provided, and some figures may be unknown or unpredictable at the time of connection.

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

NBN Co service includes unlimited data, so monitoring or reporting of usage is not required.

Optional Voice & 4G Backup Plan

Session Initiation Protocol (SIP) is provided over an existing or new active broadband internet connection.

The connection must be capable of handling SIP traffic, with a minimum speed of 150/150 kbps for each concurrent call.

Voice Call Plan	PAYG	LNM	13LNM
(2 Concurrent Calls - 1 DID)			
Monthly Access Fee	\$6.00	\$20.00	\$25.00
PAYG	\$0.165 per call	Included	Included
LNM	\$0.165 per minute	Included	Included
13LNM	\$0.44 per call	\$0.44 per call	Included

Telstra's 4G mobile backup keeps you connected if your primary nbn® service goes down. It uses dynamic IP addresses, so your IP may change each time you connect. This ensures essential online access and calls can continue during service interruptions. Additionally, Mobile backup performance, speeds, and availability depend on network coverage, location, signal strength, and other factors. Mobile services are not available in all areas. Please refer to carrier coverage map to confirm availability - <https://www.telstrawholesale.com.au/products/mobiles/coverage.html>.

4G Backup Plan	Monthly Fee	Data Allowance	IP Address
	\$25.00	50 GB	Dynamic (DHCP)

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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: customer care@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.