

# Opticomm Fibre

## Critical Information Summary



Effective 11 February 2026

### Information about the service

LBN OptiComm Fibre is an FTTP broadband service delivered over the OptiComm access network. The fibre connection runs directly to the premises, eliminating copper-related performance issues and ensuring stable throughput and low latency. Multiple speed profiles are available to support varying bandwidth requirements. The service is suitable for high-demand environments including cloud access, VoIP, video conferencing, and enterprise applications.

### Service Availability

Availability is subject to OptiComm network coverage, and installation requirements may vary by building or location.

### ALL PRICES INCLUDED GST

Speed Tier	Minimum Monthly Charge	Setup Fee	Monthly Data Quota	Modem & Shipping	Household	Typical Usage
12/1	\$58.62	\$25.00	Unlimited	\$99.00	1-3 Users	Web browsing, emails, gaming, streaming (e.g. Netflix), some downloads
25/5	\$64.71					
25/10	\$64.71					
50/20	\$88.00				1-4 Users	
100/20	\$98.55				1-6 Users	Web browsing, emails, gaming, streaming (e.g. Netflix), lots of downloads
100/40	\$103.12					
250/25	\$108.90				1-9 Users	
250/100	\$128.04					
500/200	\$170.52					
500/50	\$104.79					
750/50	\$114.46					
1000/50	\$131.59				1-9+ Users	
1000/100	\$133.11					
1000/400	\$213.15					
2000/100	\$235.99					
4000/100	\$324.29					

### Installation

An Optical Network Unit (ONU) and fibre lead-in cable must be installed before your service can be activated. This installation can be arranged by contacting Buroserv directly. Installation charges may apply and are payable upfront. Once the ONU is installed, Buroserv will remotely activate the service on the OptiComm network. You will need to supply and connect your modem. If your premises already has an installed ONU and fibre lead-in cable but has never been connected to the OptiComm network, an additional one-off fee of \$300 may apply and must be paid upfront. If this fee applies to your connection, we will notify you and include it as part of your upfront payment.

### Setup Fee

An activation fee of \$25 applies. New or returning customers are required to pay the first monthly charge and any applicable setup and hardware costs upfront. Fees may be refundable if activation of the service is unsuccessful for any reason. This fee excludes any applicable "Special Linkage Charges" required to connect your service.

### Minimum Term

1 month. You can upgrade your plan at any time, or downgrade on the first day of the billing cycle

### 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.

### 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.

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### 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 service speed of your plan is a theoretical maximum. Opticomm Fibre connections are residential grade services with no guarantee of consistent speeds. Data transfer speed is dependent on a number of variables beyond our control, including: your local network configuration, infrastructure limitations and environmental conditions. Premium and Extreme speeds may require upgraded or enhanced equipment to achieve high speeds, as your router, cables, WiFi network card and other equipment may not be capable of gigabit speeds.

### 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

Opticomm Fibre 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](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.