

Community Fibre

Critical Information Summary



Effective 1 July 2026

Information about the service

A Community Fibre is a shared fibre internet service designed for a specific residential or business community, such as an apartment complex, housing estate, retirement village, or business park. Instead of each property arranging a completely separate fibre build, the fibre infrastructure is deployed once for the whole community and shared efficiently among connected premises.

Service Availability

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

ALL PRICES INCLUDED GST

Plan Name	Speed Tier (download/upload)	Monthly Charge	Minimum Monthly Charge (First Month)	12 Months	24 Months
FTTP 100	100/100 Mbps	\$65.00	\$114.00	\$780.00	\$1,560.00
FTTP 500	500/100 Mbps	\$79.00	\$128.00	\$948.00	\$1,896.00
FTTP 1000	1000/100 Mbps	\$99.00	\$148.00	\$1,188.00	\$2,376.00
FTTP 2000	2000/200 Mbps	\$221.11	\$270.11	\$2,653.32	\$5,306.64

Installation

Once the service qualification process determines that premises is serviceable and does not already have an NTD installed, Buroserv will schedule a field installation appointment. A Community Fibre technician will attend the premises to carry out the installation. Buroserv will ensure use reasonable endeavours that, at, and for the duration of, the scheduled appointment for the installation, the End User (or their authorised representative) is present and is 18 years or above. The installation will be completed by the Community Fibre installation technician.

Equipment Charges

Buroserv offers a high-quality, Gigabit-capable router available for purchase at \$125 (incl. GST), suitable for plans up to and including FTTP Gigabit Upload+. You may alternatively choose to use your own router. Please be aware that routers supplied by other internet service providers may contain configurations that are incompatible with Buroserv services. Where a customer-supplied router is used, Buroserv's ability to provide technical support may be limited, and this may increase the potential for Incorrect Call-Out charges being applied.

Setup Fee

An activation fee of \$49 applies. Customers must pay the first month's charge, along with any applicable setup and hardware costs, upfront. Fees may be refundable if the service cannot be successfully activated for any reason. This fee does not include any applicable "Special Linkage Charges" required to connect your service. A \$100 fee applies for late cancellations or if no one is present at the scheduled appointment.

Minimum Term

1 month, 12 & 24 months. You can upgrade your plan at any time at no cost, or downgrade for \$40 on the first day of the billing cycle

Termination Fee

Customers are required to provide 30 days' notice should wish to cancel the service. Charges will apply up to the last day the service remains active, and terminations cannot be backdated. If you cancel your service within the contract period, you will be charged an Early Termination Charge (ETC) equal to the sum of the remaining months of your contract. This is capped at \$250.

Incorrect Call-Out Fees

This fee applies where a fault is reported and Buroserv, acting reasonably, is required to dispatch a technician to your premises for investigation and no network fault is found, or the issue is determined to be outside the provider's responsibility, then you will be charged an Incorrect Call-Out Fee of \$165/hour (minimum 2 hours).

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 End User Fault Materials + \$165 per hour (min 2 hours). Customers may contact our sales team if they require further assistance.

Connection Speed

Residential internet speeds achieved over our network are best-efforts and are not guaranteed. Actual speeds you will receive may vary due to several factors, such as limitations on your hardware or software, internet traffic and the source, or type of content being downloaded or uploaded.

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

Community 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 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.