

# CRITICAL INFORMATION SUMMARY

## ADSL COMBO BUNDLES

### INFORMATION ABOUT THE SERVICES

Here's a quick summary of all the important information about the ADSL Combo Bundle. The service is a post-paid broadband internet service and includes a fixed voice service (PSTN Line). Priority Assistance is not provided with this product.

**Minimum Term** is 24 months.

#### Other Important Conditions

Offer available to approved customers only.

Services are provided under our Standard Form of Agreement <http://www.buroserv.com.au/important-documents>

Fair Use and Acceptable Use Policy Apply - <http://www.buroserv.com.au/important-documents>

Early Termination Charge applies (except during any applicable cooling off period).

### INFORMATION ABOUT PRICING

Product	ADSL Combo PAYG	ADSL Combo National	ADSL Combo Premium
Monthly Access Fee	\$ 79.95	\$ 89.95	\$ 99.95
Monthly Data Quota	Unlimited	Unlimited	Unlimited
Modem Delivery Fee	\$ 19.95	\$ 19.95	\$ 19.95
Minimum Total Cost 24 Months	\$ 1,938.75	\$ 2,178.75	\$ 2,418.75
Call Inclusions	PAYG	Standard Australian Fixed	Standard Australian Fixed and Mobile
Early Termination Charge	\$ 299.00	\$ 299.00	\$ 299.00
Change of Speed	\$ 40.00	\$ 40.00	\$ 40.00

Where a Call Type is not included in a package, Standard Call Rates apply. Standard Call Rates are outlined on the following page of this Critical Information Summary. International Call Rates can be found at <http://www.buroserv.com.au>. All Included calls are subject to Buroserv's Fair and Acceptable User Policy which can be found at <http://www.buroserv.com.au/important-documents>.

### AVAILABILITY

ADSL Combo Bundles are only available within selected ADSL2+ coverage areas (referred to as "On-Net") and is subject to infrastructure availability at the customer's premises.

### ADSL SPEEDS

Through put speeds can vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by Buroserv. Devices connected by Wi-Fi may experience slower speeds than those connected by a cable.

### Contact Us

We are dedicated to excellence in servicing our customers, if you would like to know more about this plan, please contact:

**Phone:** 1300 726 210 - Monday to Friday (9am-5pm AEST)  
**Email:** [info@buroserv.com.au](mailto:info@buroserv.com.au)  
**Website:** [www.buroserv.com.au](http://www.buroserv.com.au)  
**ABN:** 48 612 519 178

### Concerns or Disputes

If you have any questions, concerns or complaints, you can access our Complaints Handling Policy. <http://www.buroserv.com.au/important-documents> or call us on 1300 726 210 Monday to Friday (9am-5pm AEST).

If you are not satisfied with the resolution of your complaint you can contact:

#### The Telecommunications Industry Ombudsman

**Phone:** 1800 062 058.  
**Email:** [tio@tio.com.au](mailto:tio@tio.com.au)  
**Website:** [www.tio.com.au](http://www.tio.com.au)

*Please note this is only a summary, if you would like more information regarding this offering, please contact us. Pricing mentioned was correct at the time of printing.*

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### ACT CUSTOMERS

If your telephone is at an address within the ACT Government area including the Jervis Bay area of NSW, you may be charged an ACT Government Utilities Tax Charge in addition to the Minimum Monthly Charge.

### CALL RATES

Call Type	Rate
Local Fixed	\$ 0.20 per call
National Standard Fixed	\$ 0.15 per minute
Australian Mobile	\$ 0.15 per minute
13 / 1300	\$ 0.40 per call
18 / 1800	FREE
19 / 1900	Not Supported
Directory Assistance -1223	\$ 1.10 per call

Fixed Line International Rates can be found at <http://www.buroserv.com.au/important-documents>

### CONNECTION CHARGES

The following connection charges may apply to your service:

- Telephone line without a technician visit – \$59
- Telephone line with a technician visit – \$125
- New telephone line connection/telephone line connection with a technician visit and cabling work – \$299.

### HARDWARE

An ADSL2 Modem (TPLink Archer V5R500v) is provided at no cost when signing up to a 24 Month Term. A \$19.95 P&H fee will apply for modem delivery. The modem is auto-configured and customer self installed. Please note that support is only available for Buroserv approved modems. Telephone handset is not included.

### EARLY TERMINATION

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.

### BUNDLING ARRANGEMENTS

You cannot separately cancel either component (ADSL or fixed voice service). Cancellation will cease both services and an Early Termination Charge may apply.

### CONNECTION TIMEFRAME

If there has been a previous working fixed line & ADSL service at your premises and we can reconnect it without having to visit your premises, then we aim to connect the service within 5-7 working days of your request. If this isn't possible, then we aim to connect your service within 10- 15 working days, depending on your location.

### BILLING

We will bill you in advance for the Monthly Access Charge and features. Your first bill will include charges for the part of the month from when you signed up to your plan until the end of that billing period, as well as the Monthly Access Charge in advance for the next billing period. For details on usage, customers can access our online customer portal at <https://portal.selcomm.com/buroserv/SelfCare/>, please contact customer service to setup your online account.

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