



Buroserv BuroLine

Critical Information Summary

This summary may not reflect any discounts or promotions which may apply from time to time.

	BuroLine PAYG	BuroLine Unlimited
Monthly Charge	\$39.95	\$49.95
Standard National Fixed Calls	\$0.15 per call	Included
Fixed to Mobile Calls	\$0.15 per Minute	Included
Calls to 13/1300	\$0.40 per call	\$0.40 per call
International Calls	Standard International IP rates can be found at http://www.buroserv.com.au/important-documents/.	
Set Up Fee Month to Month	\$262.00	
Set Up Fee 12 Month Term	\$66.00	
Set Up Fee 24 Month Term	\$0.00	
What's Included?	An NBN service, a TP Link Archer VR1600v modem, a service number and a call plan	
What's Not Included	An analogue handset	
Minimum Cost Month to Month	\$301.95	\$311.95
Minimum Cost 12 Month Term	\$545.40	\$665.40
Minimum Cost 24 Month Term	\$958.80	\$1,198.80
Service Numbers	A new service number can be supplied at no additional charge. If you wish to port your current service number, we will do this at no additional charge	
Service Cancellation	<p>If you cancel a service during a term contract, you must give us 30 days' notice of cancellation. At the conclusion of the 30 days' notice, we will disconnect the service, charge you any applicable Early Termination Charge and cease billing for that service.</p> <p>If you cancel a month-to-month contract, or after your term contract has expired, we will disconnect the service at the conclusion of the month in which you cancel the service and cease billing for that service.</p>	
Plan Change Charges	One plan change is permitted per month. Additional Charges may apply if you downgrade your plan	
Maximum Early Termination Charges	<p>Early Termination Charges apply to 12-month and 24-month plans.</p> <p>If you cancel a 12-month service within 12-months, you will need to pay a \$60.00 Early Termination Charge.</p> <p>If you cancel a 24-month service within 24 months, you will need to pay a \$240.00 Early Termination Charge.</p>	



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Information about the service

BuroLine is a SIP voice service delivered in part over Buroserv network and, in part over the NBN Co network. The service uses an analogue handset connected to the supplied modem. Handset not provided. This service does not provide internet access for any purpose other than a voice service.

Service Availability

Service not available to all areas, site addresses or customers. The type of service offered may need further qualification checks to determine what's available at your location. We'll try to contact you if all your services can't be connected, however if we can't get in touch you'll be connected to the lowest-priced plan(s).

Hardware

We will provide you with a Modem that supports voice services. We recommend you consider additional security options to suit your network environment and business needs. As no service can provide a guaranteed 100% up time, we recommend that you maintain an alternate voice service as a backup if your voice service is critical to your business. A n analogue handset is not provided with this service, your existing handset may work, and needs to be plugged into the phone port on the supplied modem. Buroserv cannot offer support on any BYO analogue handset.

Other charges

In addition to the charges identified above, additional charges may apply for non-standard installation of the NBN service. Additional charges apply for non-standard installations such as complex or remote area installations and additional connection points may be charged by NBNCo, we will endeavour to advise you of these in advance. These charges will be billed on your invoice.

Fair Use Policy

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service, or reducing its speed.

Changing your Plan

You can change to another eligible plan once a month during your minimum term . One plan change is permitted per month. Additional Charges may apply if you downgrade your plan .

How can I check and manage my usage?

You can check your usage online at our CustomerCare portal. Please call to arrange a username and password.

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Understanding my bill

Your bill is issued on the same date each month. You're billed in advance for the minimum monthly charge, and in arrears for any usage not included in your plan. You may also be charged for individual services until all those in your plan are connected, so your first few bills may be higher or lower than expected. When you start or change your plan part way through a billing period, your first bill will have additional charges.

Need help? We're here for you.

Visit buroserv.com.au/support/contact-us or call **1300 129 582** for our support options.

Complaints

If there's something you're not happy with and you wish to make a complaint, call **1300 129 582**. 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.

This is a summary only. The full legal terms for this plan are available at <https://buroserv.com.au/important-documents/>, which also contains other important documents which you should read.