

# CRITICAL INFORMATION SUMMARY

## BUROLINE

### INFORMATION ABOUT THE SERVICES

BuroLine is a SIP voice service delivered in part over Buroserv network and, in part over the NBN Co network. Available terms are 1, 12 and 24 months.

#### Other Important Conditions

Offer available to approved customers only and may not be available in all areas.

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>

Canceling the Service - Early Termination Charge applies on 12 month and 24 month plan. If you cancel a 12-month service within 12-months, you will need to pay a \$176.00 Early Termination Charge. If you cancel a 24-month service within the first 12-months, you will need to pay a \$262.00 Early Termination Charge. If you cancel a 24-month service from month 13 to 24, you will need to pay an \$86.00 Early Termination Charge.

	BuroLine PAYG	BuroLine Unlimited
Minimum Cost – Month-to-Month	\$ 301.95	\$ 311.95
Minimum Cost – 12-month contract	\$ 565.40	\$ 685.40
Minimum Cost – 24-month contract	\$ 958.80	\$ 1,198.80

### INFORMATION ABOUT PRICING

Product	BuroLine PAYG	BuroLine Unlimited
Monthly Access Fee	\$ 39.95	\$ 49.95
Standard National Fixed Calls	\$ 0.15 per call	Included
Fixed to Mobile Calls	\$ 0.15 per minute	Included
13 / 1300	\$ 0.40 per call	\$ 0.40 per call
International	Standard International IP Rates	
Setup Fee – Month-to-Month	\$ 262.00	
Setup Fee – 12-month contract	\$ 86.00	
Setup Fee – 24-month contract	\$ 0.00	

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

BuroLine services are only available within selected NBN coverage areas and are subject to infrastructure availability at the customer's premises.

### CONNECTION CHARGES

Standard installation is included with your plan. Where additional work is required to connect your BuroLine services this is not a standard installation. Buroserv will pass on any additional fees. Additional fees may include but are not limited to NBN New development charge of \$300 and/or \$300 for a new copper pair. In such cases, Buroserv will obtain your approval before proceeding with the installation. A 240-volt power supply may be required. In the event of a power outage, your services will not work unless you maintain a back-up battery. If you take up an BuroLine service, you will not be able to move back to a copper based service.

### HARDWARE

A Modem is supplied with this service and includes shipping. The modem will be delivered to your premises, and requires a signature on delivery. The modem is delivered ready to 'plug and play', just follow the instructions in the box. Information about the modem is available at <https://buroserv.com.au/important-documents/>. A handset is not provided with this service, your existing analogue handset should work and needs to be plugged into the phone port in the supplied modem, however Buroserv makes no guarantee that your existing handset will work.

### ACCESS TECHNOLOGY

The service is supplied in part over the NBN Co network, and in part over the Buroserv IP Telephony network for the carriage of voice calls only. If you change your residence, we will need to order a new NBN service at your new address, but you may be able to keep your service number. We may change the technology we use to provide your service from time to time. We will let you know before we make this kind of change if it will affect your service. You cannot browse the internet using this service.

### BRINGING OVER EXISTING NUMBER

Your current number will be ported at no charge by us to you. You should check with your current provider to discover any charges they may apply.

### CONNECTION TIMEFRAME

If there has been a previous working NBN 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 Charge. Your bill will include charges for part of the month from the date you signed up to your plan until the end of that billing period, as well as the Monthly Charge in advance for the next billing period.

A postage and handling fee of \$2.50 ex GST is charged for bills delivered by post.

A monthly fee of \$2.50 ex GST is charged for accounts not on direct debit.

If you cancel the service mid-month, no part period credit is available.

### 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 129 582 - Monday to Friday (9am-5pm AEST)  
**Email:** [customercare@buroserv.com.au](mailto:customercare@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 129 582 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.*