



Buroserv BUROPHONE

Critical Information Summary

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

BuroPhone is a SIP voice service delivered in part over the Buroserv network, and in part over the Optus or Telstra mobile networks. The service consists of a desktop handset, a standard national phone number and a mobile broadband service and SIM card. The service allows you to use a national phone number without utilising a fixed line. The service relies on mobile coverage and may not work in all areas. All prices are GST Inclusive

	BuroPhone PAYG	BuroPhone Unlimited
Monthly Access Fee	\$39.95	\$49.95
Setup Fee Month to Month	\$199	
Setup Fee 12 Month Term	\$99	
Setup Fee 24 Month Term	\$0	
What's Included?	A 4G enabled desk phone, a mobile broadband sim card and service. The sim card will not work with any other service. Information about the handset is available at https://buroserv.com.au/important-documents	
What's Included	This service is self-installed, an installation service is not included.	
Minimum Cost Month to Month	\$238.95	\$248.95
Minimum Cost 12 Month Term	\$578.40	\$698.40
Minimum Cost 24 Month Term	\$958.80	\$1,198.80
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	Included
International Calls	International call pricing at www.buroserv.com.au/Critical Information Summary	Includes calls to UK – USA – China – India – Hong Kong – Malaysia – Singapore – Indonesia – Vietnam - New Zealand
Service Cancellation	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.	
	If you cancel a month-to-month contract, or after your term contract has expired, you must give us 5 days' notice of cancellation. We will disconnect the service at the conclusion of the 5-day notice period and cease billing for that service.	
Plan Change Charges	Plan changes can only be done at any time but are only effective from the beginning of a billing period. We will not charge you if you wish to change your plan.	
Maximum Early Termination Charges	Early Termination Charges apply if you cancel your service within your contracted term. If you cancel a service on a 12-month plan, we will bill you \$100 Early termination Fee. If you cancel a service on a 24-month plan, we will bill you \$199 Early Termination Fee	

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Information about the 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 will try to contact you if all your services can't be connected.

Other Important Conditions

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

This service requires mobile coverage to work. It is your responsibility to ensure that you have adequate mobile coverage where you intend to use the service.

Hardware

We will provide you with a desktop handset 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 service as a backup, such as a mobile voice service.

Other Charges

In addition to the monthly charge, you may pay the following connection, equipment, and installation charges:

- If you request us to install the service, we will charge you \$240 if a technician visits your premises.
- Additional charges apply for non-standard installations such remote area installations.

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 without re-contracting or paying Early Termination Charges (ETC).

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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.