

# CRITICAL INFORMATION SUMMARY

## BUROPHONE

### INFORMATION ABOUT THE SERVICES

BuroPhone is a SIP voice service delivered in part over the Buroserv network and, in part over the Optus mobile 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>

Cancelling the Service - Early Termination Charge applies on 12 month and 24 month plans. If you cancel a 12 month service within 12 months you will need to pay the \$176.00 setup fee. If you cancel a 24-month service within the first 12 months, you will need to pay the \$176.00 setup fee.

|                                  | BuroPhone PAYG | BuroPhone Unlimited |
|----------------------------------|----------------|---------------------|
| Minimum Cost – Month-to-Month    | \$ 215.95      | \$ 225.95           |
| Minimum Cost – 12-month contract | \$ 479.40      | \$ 599.40           |
| Minimum Cost – 24-month contract | \$ 958.80      | \$ 1198.80          |

### INFORMATION ABOUT PRICING

| Product                       | BuroPhone PAYG                  | BuroPhone 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    | \$ 176.00                       |                     |
| Setup Fee – 12-month contract | \$ 0.00                         |                     |
| 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/>.

### MOBILE COVERAGE AND AVAILABILITY

BuroPhone is only available within selected mobile coverage areas. BuroPhone is only available within selected mobile coverage areas. Please see Mobile Coverage Maps link at <https://buroserv.com.au/important-documents/> to check availability.

#### 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.*

|                                      |  |
|--------------------------------------|--|
| <b>INSTALLATION</b>                  | The service is provided for self – installation. No technician visit is required.  |
| <b>ACCESS TECHNOLOGY</b>             | The service is supplied in part over a mobile network, and in part over the Buroserv IP Telephony network. If you change your residence, you may take the service with you, subject to availability at your new address. 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.  |
| <b>HARDWARE</b>                      | A modem is supplied with this service. 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. The modem includes a mobile sim card already installed. This sim card will not work with any other mobile service and must not be removed. If you remove the sim card, the service will not work and we may charge you to re-establish the service. If you factory reset the modem, the service will not work and we may charge you to re-establish the service. 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. Information about the modem is available at <a href="https://buroserv.com.au/important-documents/">https://buroserv.com.au/important-documents/</a> |
| <b>BRINGING OVER EXISTING NUMBER</b> | 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.  |
| <b>BILLING</b>                       | <p>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.</p> <p>A postage and handling fee of \$2.50 ex GST is charged for bills delivered by post.</p> <p>A monthly fee of \$2.50 ex GST is charged for accounts not on direct debit.</p> <p>If you cancel the service mid-month, no part period credit is available.</p>   |

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