



# Fixed Wireless

## Critical Information Summary

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

**Fixed Wireless** is a symmetrical, business grade data service that allows the end user to access internet sites and services around the world. Available speeds are 20Mbps to 1Gbps and can be offered with a direct connection to the internet, or as part of a private network which links all your business locations together within a single, secure private network. The service is provided with a static public IP address.

**Unlike fibre and copper data services which rely upon cables, Fixed Wireless connects sites to the internet without any physical cabling via the use of an antenna on the roof.** A Fixed Wireless service is therefore perfect for locations without any cabling infrastructure, or which cannot connect to the NBN, or for businesses that need a backup data service that uses a different technology to NBN or fibre, increasing network redundancy and reducing the frequency and duration of any service interruptions.

As no service can provide a guaranteed 100% up time, then if a Fixed Wireless service is used as your primary internet service we recommend you obtain a backup internet service (such as 4G, or NBN etc.). Buroserv offers many backup options including those that can maintain your public IP.

### Information about the service

#### Service Availability

Fixed Wireless services are only available in certain areas. Contact Buroserv to establish whether there is coverage in your area or at your property.

**In addition, as this service requires the mounting of equipment on the building roof, permission from the landlord/strata company or building management must be obtained to install such equipment to be able use this service.** Our technicians may require access to secure locations like building cavities etc. to run the cabling from the roof down to the building comm's room.

#### Hardware

The service can be supplied with or without a CPE (Customer Premise Equipment). This is the hardware that connects your local network to the carrier network. If you require a CPE this can be supplied at additional cost, and we recommend you consider additional security options to suit your network environment and business needs.

#### Contract Terms

Fixed Wireless plans are sold on a 12-month minimum term and can also be ordered on 24 and 36-month terms. Buroserv may offer discounts on installation costs depending on the contract term agreed to. In such a case, full details will be provided in your quotation.

#### Information About Pricing

The costs of a Fixed Wireless service comprise a one-off setup charge, and a monthly recurring data plan charge.

**Setup:** The Setup price is dependent upon the speed of the service, its location, the work involved in installing the antenna on the roof and running cabling from the antenna to the carrier radio equipment in the comm's room, the contract term and any supplied hardware and professional services. As such it is POA, and will be advised in the quote. The estimated time to install the service will also be advised during the quote process, but Buroserv makes no guarantee that the service will be completed by the estimated delivery date, as we are dependent upon the carrier completing the installation work.



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**Data Plan:** The recurring data plan monthly charge is dependent upon the speed of the service, its location and the contract term. As such it is POA, and will be advised in the quote.

**Minimum Monthly Charge:** The minimum monthly charge is the fee outlined in your quotation. The price is dependent upon the speed of the service, its location, the contract term and any supplied hardware and professional services such as cabling and installation work.

**Maximum Monthly Charge:** The maximum monthly charge is the fee outlined in your quotation. The price is dependent upon the speed of the service, its location, the contract term and any supplied hardware and professional services such as cabling and installation work.

### Cancellations:

- If a service is cancelled out of contract, 5 days' notice must be given, and we shall cancel at the end of the calendar month in the fifth day occurs.
- If a service is cancelled early within the contract period, 5 days' notice must be given, and we shall cancel at the end of the fifth day. Customers will be required to pay the balance of the fees for the remaining contract period.

### Data

All Fixed Wireless plans include unlimited data uploads and downloads, subject to our fair usage policy.

### Other Important Conditions

The service is provided under our Standard Form of Agreement, and Fair Use Policy.

<http://www.buroserv.com.au/important-documents>.

### 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.

### 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](http://buroserv.com.au/support/contact-us) or call 1300 129 582 for our support options.

### Complaints

If there is 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](http://tio.com.au/about-us/contact-us) if you would like an independent investigation.

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