



# Buroserv NBN

## Critical Information Summary

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

	NBN Basic (12/1)	NBN Standard (25/5)	NBN Standard + (50/20)	NBN Premium (100/40)
<b>Monthly Access Fee</b>	\$ 69.95	\$ 79.95	\$ 89.95	\$ 114.95
<b>Monthly Data Quota</b>	Unlimited Upload and Downloads, subject to Fair Use Policy			
<b>Contract Term</b>	24 Months			
<b>Minimum Cost 24-Month Contract</b>	\$ 1,678.80	\$ 1,918.80	\$ 2,158.80	\$ 2,759.76
<b>Typical Minimum Evening Speeds (7pm-11pm)</b>	10 Mbps Download 1 Mbps Upload	20 Mbps Download 4 Mbps Upload	40 Mbps Download 15 Mbps Upload	80 Mbps Download 30 Mbps Upload
<b>Typical Minimum Speeds Outside 7pm-11pm</b>	11 Mbps Download 1 Mbps Upload	22 Mbps Download 4 Mbps Upload	44 Mbps Download 17 Mbps Upload	90 Mbps Download 35 Mbps Upload
<b>Service set up and Modem Fee 24 Month Term</b>	\$ 0.00			
<b>What's Included</b>	A broadband service on the NBN network available at your premises, a dynamic IPV4 address and a pre-configured modem. <b>An Australian phone number and unlimited local, national and mobile calls, and uncharged calls to 13/1300 numbers</b>			
<b>Service Cancellation</b>	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 service 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 month in which you cancel the service and cease billing for that service			
<b>Plan Change Charges</b>	If you reduce the speed of your plan, we will charge you \$20. If you increase the speed of your plan, we will not charge you.			
<b>Maximum Early Termination Charges</b>	If you cancel a 24-month service within the first 12 months, there is a \$100 ETP + a hardware payout charge consisting of \$6 per month * the remaining number of months in the contract If you cancel a 24-month service within months 13 – 24, a hardware payout charge consisting of \$6 per month * the remaining number of months in the contract			

### 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'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).

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### Broadband speeds

An NBN service can never go faster than the maximum line speed available at your home, so for FTTN/B/C customers we will confirm your actual speeds after connection and let you know if your line is not able to achieve the maximum speed of your plan. Broadband speeds vary due to several factors, including:

- Type of technology available at your address
- Any NBN™ Speed Add-ons you may have purchased
- Network capacity
- Set up at your site (such as location of your modem and how the internet is used in your premise)
- Whether your device is connected by Wi-Fi rather than
- Ethernet cable
- Your hardware and software configuration
- The source and type of content downloaded
- The number of users and performance of interconnecting infrastructure not operated by Buroserv

For further information, go to [www.buroserv.com.au/important-documents/](http://www.buroserv.com.au/important-documents/) to check what NBN technology is available at your address visit [www.nbnco.com.au](http://www.nbnco.com.au)

### 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 service as a backup if your NBN service is critical to your business.

### Other charges

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

- Standard Professional Installation: \$240 if a technician visits your premises.
- Connecting to the NBN network: NBNCo charges \$300 for first-time connections in new developments. We'll let you know if this applies to you and include it on your bill.
- Non- standard installations: 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 endeavor 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 without re-contracting or paying Early Termination Charges (ETC). However, if you cancel within your 24-month minimum term, an ETC as stated in the plan table above will apply.

### Moving to the NBN network

Your contract could overlap with the rollout of the NBN network. Contact us if you wish to transfer to Buroserv on the NBN network. If you don't, we'll continue to provide your service up until the date on which your current service is disconnected as required by law. We will endeavor to contact you to advise you of the disconnect date of your existing non NBN service, however it is your responsibility to ensure you take action to ensure you have a service after the current service is disconnected. During the provisioning and installation processes, you may receive a number of messages from ourselves and NBNCo, it is important that you respond to these messages if asked to, as failure to do so may result in a delay to the installation of your service. Someone over the age of 18 must be present at the premises during the installation of your service. Whilst we endeavor to reduce any time without a service to the minimum, some period without a service may occur as a consequence of events beyond our control.

### NBN satisfaction guarantee

If you are moving to the NBN network for the first time and you're not happy with your NBN services for any reason, let us know within 30 days of connection and we'll do our best to fix it or you can cancel your NBN services without penalty. We'll even refund your monthly plan fee for that first month.

### How can I check and manage my usage?

The NBN service has unlimited upload and downloads (subject to fair use policy), To register and obtain credentials to our online customer portal Selfcare, please call us on 1300 129 582.

### 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](https://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](https://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.