

# CRITICAL INFORMATION SUMMARY

## NBN COVID 19 CONNECTION SUPPORT FOR DISTANCE LEARNING

Buroserv is a participant in the NBNCo Covid 19 programme supporting low income families with school age children needing to access online learning. In accordance with this NBNCo programme, this plan is for a NBNCo TC4 service with a planned speed of 25Mb downstream and 5 Mb upstream. Note that this is the planned speed and may not be the speed that your service will deliver. Actual achieved speeds are subject to the condition of the infrastructure delivering the service and other factors which are described at <https://buroserv.com.au/important-documents/>. The plan includes unlimited uploads and downloads. A preconfigured Wi-Fi modem is included for self-installation. The price of the modem is provided below.

Available term is 12 months. The speed of this service cannot be upgraded or downgraded. Minimum charge is dependant on the date of connection

Special conditions apply to the supply of this service.

You will need a 240V power supply for your modem. Once you connect an NBN service, you will not be able to move back to a PSTN service. Buroserv does not provide Priority Assistance. NBN services are only available in NBN enabled areas. An optional Voice Service is available. A telephone handset is required to use the Optional Voice Service. Handsets are not provided as part of the Optional Voice Service.

### SERVICE DESCRIPTION

NBN Standard	
Monthly Access Fee, 12 Month Term	\$ 79.95
<b>Monthly Access Fee is waived until 31 September 2020 or an earlier date determined by NBNCo</b>	
Monthly Data Quota	Unlimited
Installation and Modem Fee	Three equal monthly payments of \$33

NBN Standard	
Typical Minimum Evening Speeds (7pm-11pm)	20 Mbps Download 4 Mbps Upload
Typical Minimum Speeds Outside 7pm-11pm	22 Mbps Download 4 Mbps Upload

Actual throughput speeds may vary due to many factors including type/source of content being downloaded, hardware/software configuration, type of NBN technology, the number of simultaneous users on the network and the performance of interconnecting infrastructure not operated by Buroserv. Devices connected by Wi-Fi may experience slower speeds than those connected by a cable. Important information regarding speeds can be found at <http://www.buroserv.com.au/important-documents>.

International Call Rates can be found at <http://www.buroserv.com.au>. All calls are subject to Buroserv's Fair and Acceptable User Policy which can be found at <http://www.buroserv.com.au/important-documents/>.

### EARLY TERMINATION

Early Termination Charges may apply to that portion of the 12 month term that is not waived. If you terminate the service after the waiver period, but prior to the expiration of the 12 month term, we will charge you an Early Termination Fee of \$100.

### MODEM

A Buroserv Wi-Fi Modem is provided. The modem is auto-configured and customer self installed. Please note that support is only available for Buroserv approved modems.



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### IMPORTANT CONDITIONS

#### SPECIAL CONDITIONS APPLY TO THE SUPPLY OF THIS SERVICE

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>

Important Information regarding NBN speeds is available at <http://www.buroserv.com.au/important-documents>

You must be in receipt of Family Benefit A and B

You must provide us with your Centrelink Reference Number

We are unable to supply the service if you have a DSL, NBN or other fixed line data service available at the same household as the school age children

What school/schools do the children/child attend

You must provide us with the Student ID for each child

Does the school/s that the children/child attend offer a distance learning programme?

The Telecommunications Consumer Protection code requires us to complete a credit check before proceeding with your order.

You must provide us with all the information that we request before we can proceed with your order

You must warrant to us that the information you are providing to us is complete and correct.

The provision of fraudulent information may have consequences

### CUSTOMER CARE

We are dedicated to excellence in servicing our customers. Our Customer Care Portal provides access to all your services records, including relevant usage, service numbers and service IDs, and invoices. To access Customer Care, please call 1300 129 582 for your user name and password.

If there is something you are not happy about, and you wish to make a complaint, please contact us on 1300 129 582, Monday to Friday (9am to 5pm AEST). Our Customer Complaint Policy is at <http://www.buroserv.com.au/wp-content/uploads/2019/06/ComplaintsHandlingPolicy-buroserv.pdf>. We will make every effort to resolve any issue. If we are unable to resolve your issue, you can contact the TIO on 1800 062 058, or visit [www.tio.com.au](http://www.tio.com.au)

#### 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.