

# CRITICAL INFORMATION SUMMARY

## NBN WITH 4G BACKUP

Buroserv's NBN plans deliver a broadband internet service over the NBN network to the network boundary point at your premises. The plans include unlimited uploads and downloads. A preconfigured Wi-Fi modem is included for self-installation. The price of the modem is dependent on the contract term you select. Information about the modem is available at [www.buroserv.com.au](http://www.buroserv.com.au).

Available terms are 24 months.

**The service includes an Australian phone number and unlimited local, national and mobile calls, and uncharged calls to 13/1300 numbers.**

The 4G Backup service utilises the Telstra mobile network, and 4G coverage is required to use the 4G backup service. You can access the coverage map at <https://www.telstra.com.au/coverage-networks/our-coverage>

The 4G Backup Service Plan can only be used with your Buroserv NBN with 4G backup service. If there is an outage of the NBN service, you will still have access to the internet via the 4G Backup service. Please note that some services may not work in back-up (ie services hosted on-premise when Static IP is in use).

Buroserv 4G backup is not throttled and runs at the available speed. 50GB of data is included within each billing period and renews on the 12th of the month. After the 50GB is exhausted the backup service will stop until the data renewal date on the 12th of the month when the 50GB will be replenished.

If we reasonably believe you are misusing the back-up service, we will contact you. If you continue to misuse the back-up service, we may:

- suspend or limit your 4G Backup Service; and/or
- cancel your 4G Backup Service by telling you at least 7 days beforehand.

### SERVICE DESCRIPTION

	NBN Basic (12/1)	NBN Standard (25/5)	NBN Standard + (50/20)	NBN Premium (100/40)
Monthly Access Fee	\$ 79.95	\$ 89.95	\$ 99.95	\$ 124.95
Monthly Data Quota	Unlimited Upload and Downloads, subject to Fair Use Policy			
Service set up and Modem Fee 24 Month Term	\$ 0.00			
Speed Downgrade Fee	\$ 20.00			

Minimum Cost	NBN Basic (12/1)	NBN Standard (25/5)	NBN Standard + (50/20)	NBN Premium (100/40)
24-month contract	\$ 1,918.80	\$ 2,158.80	\$ 2,398.80	\$ 2,999.76

	NBN Basic	NBN Standard	NBN Standard +	NBN Premium
Typical Minimum Evening Speeds (7pm-11pm)	10 Mbps Download 1 Mbps Upload	20 Mbps Download 4 Mbps Upload	40 Mbps Download 15 Mbps Upload	80 Mbps Download 30 Mbps Upload
Typical Minimum Speeds Outside 7pm-11pm	11 Mbps Download 1 Mbps Upload	22 Mbps Download 4 Mbps Upload	44 Mbps Download 17 Mbps Upload	90 Mbps Download 35 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>. If your NBN service does not allow you to properly benefit from your speed tier, we will provide you with your maximum line speed, once it is available, along with alternative options. Options may include a price reduction or a release from your contract without penalty.

### EARLY TERMINATION

Early Termination Charges apply on the 12-month and 24-month plan	
If you cancel 24-month service within the first 12 months	\$100 ETP + a hardware payout charge consisting of \$9 per month * the remaining number of months in the contract
If you cancel 24-month service within months 13 - 24	A hardware payout charge consisting of \$9 per month * the remaining number of months in the contract

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### MODEM

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

### IMPORTANT CONDITIONS

Offer available to approved customers only

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>

Early Termination Charge applies (except during any applicable cooling off period)

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

Useful links to the NBN website - [www.nbnco.com.au/learn-about-the-nbn/in-home-optimisation](http://www.nbnco.com.au/learn-about-the-nbn/in-home-optimisation)  
[www.nbnco.com.au/learn-about-the-nbn/speed.html](http://www.nbnco.com.au/learn-about-the-nbn/speed.html)

### 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)