

CRITICAL INFORMATION SUMMARY

NBN

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.

Available terms are 1, 12 and 24 months.

You will need a 240V power supply for your modem. NBN may charge a new site development fee of \$300 ex GST, and an activation fee of \$99 ex GST. If these charges apply to your order we will notify you before processing the order. Once you connect an NBN service, you will not be able to move back to a PSTN or DSL 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.

	NBN Basic	NBN Standard	NBN Standard +	NBN Premium
Monthly Access Fee	\$ 69.95	\$ 79.95	\$ 89.95	\$ 109.95
Monthly Data Quota	Unlimited	Unlimited	Unlimited	Unlimited
Installation and Modem Fee 1-month contract	\$ 262.00			
Installation and Modem Fee 12-month contract	\$ 86.00			
Installation and Modem Fee 24-month contract	\$ 0.00			
Speed Downgrade Fee	\$ 20.00			

SERVICE DESCRIPTION

	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.

Optional Voice Service Plan	Monthly Access Fee	Local and National Calls	Mobile Calls	13/1300
PAYG Voice	\$ 10.00	\$ 0.15 per call	\$ 0.15 per minute	\$ 0.40 per call
Unlimited Voice	\$ 30.00	Unlimited	Unlimited	\$ 0.40 per call

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/>.

Minimum Cost	NBN Basic	NBN Standard	NBN Standard +	NBN Premium
1-month contract	\$ 331.95	\$ 341.95	\$ 351.95	\$ 371.95
12-month contract	\$ 925.40	\$ 1,045.40	\$ 1,165.40	\$ 1,405.40
24-month contract	\$ 1,678.80	\$ 1,918.80	\$ 2,158.80	\$ 2,638.80

EARLY TERMINATION

Early Termination Charge applies on 12 month and 24 month plan. If you cancel a 12-month service within 12-months, you will need to pay a \$176.00 Early Termination Charge. If you cancel a 24-month service within the first 12-months, you will need to pay a \$262.00 Early Termination Charge. If you cancel a 24-month service from month 13 to 24, you will need to pay an \$86.00 Early Termination Charge.

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
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://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