

# CRITICAL INFORMATION SUMMARY

## PSTN PLANS

### INFORMATION ABOUT THE SERVICES

Here's a quick summary of all the important information about the Buroserv PSTN Plans. The service is a post-paid Single Line fixed voice service (PSTN Line). These are not a bundle plans and you must source your own handset/s.

**Minimum Term** is 24 months.

#### Other 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).

### AVAILABILITY

PSTN is only available within selected coverage areas and requires your premises to be connected to a telephone exchange which supports the product.

### INFORMATION ABOUT PRICING

Product	PSTN PAYG Combo	PSTN National Combo	PSTN Premium Combo
Monthly Access Fee	\$ 34.95	\$ 49.95	\$ 69.95
Minimum Total Cost 24 Months	\$ 838.80	\$ 1,198.80	\$ 1,678.80
Call Inclusions	PAYG	Standard Australian Fixed	Standard Australian Fixed and Mobile
Early Termination Charge	\$ 199.00	\$ 199.00	\$ 199.00

Where a Call Type is not included in a package, Standard Call Rates Apply. Standard Call Rates are outlined on the following page of this Critical Information Summary. 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>.

### EARLY TERMINATION

The Early Termination Charge is up to \$199. The full Charge is applicable if cancelling within the first 12 months. After the first 12 months this will be pro-rated by the number of months remaining in the Minimum Contract Term.

### ACT CUSTOMERS

If your telephone is at an address within the ACT Government area including the Jervis Bay area of NSW, you may be charged an ACT Government Utilities Tax Charge in addition to the Minimum Monthly Charge.

#### 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 726 210 - Monday to Friday (9am-5pm AEST)  
**Email:** [info@buroserv.com.au](mailto:info@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 726 210 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.*

# CRITICAL INFORMATION SUMMARY

## PSTN PLANS

### CALL RATES

Usage Type	Rate
Local Fixed	\$ 0.20 per call
National Standard Fixed	\$ 0.15 per minute
Australian Mobile	\$ 0.15 per minute
13 / 1300	\$ 0.40 per call
18 / 1800	FREE
19 / 1900	Not Supported
Directory Assistance -1223	\$ 1.10 per call

Fixed Line International Rates can be found at <http://www.buroserv.com.au/important-documents>

### CONNECTION CHARGES

The following connection charges may apply to your service:

- Telephone line without a technician visit – \$59
- Telephone line with a technician visit – \$125
- New telephone line connection/telephone line connection with a technician visit and cabling work – \$299.

### CONNECTION TIMEFRAME

If there has been a previous working PSTN service at your premises and we can reconnect it without having to visit your premises, then we aim to connect the service within 5-7 working days of your request. If this isn't possible, then we aim to connect your service within 10- 15 working days, depending on your location.

### BILLING

We will bill you in advance for the Monthly Access Charge and features. Your first bill will include charges for part of the month from when you signed up to your plan until the end of that billing period, as well as the Monthly Access Charge in advance for the next billing period. Our billing period starts on the 1st of every month.

### 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 726 210 - Monday to Friday (9am-5pm AEST)  
**Email:** [info@buroserv.com.au](mailto:info@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 726 210 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.*