

MOBILE BROADBAND SIM ONLY SERVICE

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

Service Description, Pricing, Terms and Conditions

Pricing includes GST.

Effective 13 December 2023

| Plan | 5GB | 10 GB | 22 GB | 32 GB | 50GB | 90GB | 120GB | 150 GB | 180 Gb |
|------------------------|--|---------|---------|---------|---------|---------|---------|---------|---------|
| Network | 4G | 4G | 4G | 5G | 5G | 5G | 5G | 5G | 5G |
| Minimum Monthly Charge | \$15.61 | \$19.42 | \$24.72 | \$36.43 | \$42.25 | \$52.93 | \$64.11 | \$70.76 | \$77.23 |
| Top Up | The service can be set up with automatic data top ups once the monthly included allowance is consumed, if you select auto data top ups, we will add additional 2Gb data packs when you have consumed the included data. If you select manual data top up, you must ask us to add an additional data pack, in which case we will add 1Gb per request. Each top up costs \$10.00. We limit any excess charges over the minimum monthly charge to prevent bill shock. Please contact us to increase the excess charge limit | | | | | | | | |
| Minimum Term | 1 month. | | | | | | | | |
| Plan Speeds | Plan speeds may vary due to factors such as location, distance from a base station, local conditions, concurrent users, hardware and software configuration and download/upload destination. Maximum speed on plans below 120 Gb is 100/100 MBPS, maximum speed for plans from 120Gb upward is 25/250 MBPS | | | | | | | | |
| SIM Postage | \$12.95 | | | | | | | | |
| What's Included | Your Plan is for a post-paid mobile phone service using parts of the Telstra Mobile Network. 4G and 5G service is subject to network coverage and device capability. It can only be used within Australia to access data, | | | | | | | | |
| What's Not Included | This plan cannot be used to make calls, SMS, MMS, to access Telstra Air, with an eSIM | | | | | | | | |

Other Call Charges

Other Call Charges are available at <https://buroserv.com.au/important-documents>

Your Device

Devices are not included.

Can we Change your Plan?

From time to time, we may make changes to your Plan, including the price and inclusions. Our mobile plans include an annual price review and may increase by the Consumer Price Index (also known as CPI) in July each year. If we change your Plan, or move you to a new Plan, we'll give you a minimum of 30 days' notice before we make the change. If we reasonably consider that the change or move has more than a minor detrimental impact on you, you may cancel your plan by either disconnecting the service or porting the mobile number away from us.

Your First Months Charges.

On your first bill, you will be charged a pro rata amount from the date your service is connected until the 28th of the month of connection, and a full month's charge for the following month.

Cancelling a Service.

When you cancel a service by either disconnecting the service, or porting to another carrier, we won't refund any amounts that you have been invoiced for.

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.

Need help? We're here for you.

Visit 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 <https://www.tio.com.au/contact-us> if you'd like an independent investigation.

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