

### MOBILE SIM ONLY SERVICE: DATA POOLING

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 4 August 2024

Plan	10GB	30GB	45GB	60GB		10GB	30GB	45GB	60GB
Network	4G	4G	5G	5G		4G	5G	4G	5G
Service Type	Voice & Data	Voice & Data	Voice & Data	Voice & Data		Mobile Broadband	Mobile Broadband	Mobile Broadband	Mobile Broadband
Minimum Monthly Charge per Service in Data Pool	\$31.69	\$44.78	\$59.76	\$74.77		\$24.75	\$36.55	\$51.55	\$68.13
Data Pooling Account Set	\$6.38								
Pool Data Top	The Pool can be set up with automatic data top ups. If you select this option, once the monthly included allowance is consumed, we will add an additional 10GB data pack and further 10GB packs when the previous pack is consumed. If you select manual data top up, you must ask us to add an additional data pack, in which case we will add 10GB per request. Each top up costs \$75.21. We limit any excess charges over the minimum monthly charge to prevent bill shock. Please contact us to increase the excess charge limit								
Minimum Charge	Minimum term is equal to 2 months’ MMC if terminated in the first month of activation and 1 month’s MMC thereafter. Additional charges for Data Pool Account set up and SIM postage apply.								
Monthly Included Data Allowance	The included data allowance is the sum of the included data allowances for each service in the Data Pool Account								
National Calls, Calls to 1300/13/1800, SMS and MMS, Call Forwarding Voicemail Divert & Retrieval	Unlimited				Voice Calls are not available on mobile broadband plans				
SIM Postage	\$12.95								
International Calls	Included calls to selected international destinations, including international SMS and calls to mobile are available on 30GB, 45GB and 60GB voice and data plans. International calls from 10GB plans are charged at the rates which are available at <a href="https://buroserv.com.au/important-documents">https://buroserv.com.au/important-documents</a>				Voice calls not available on mobile broadband plans				
Included International Destinations	Not applicable	China, France, Germany, Greece, Hong Kong, India, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand (fixed wire only), United Kingdom, USA, Vietnam			Voice Calls not available on mobile broadband plans				
What’s Included	Your Plan is for a post-paid mobile phone service using parts of the Telstra Mobile Network. Voice and Data Plans may be used within Australia to access data, make calls and send SMS and MSS to standard Australian numbers, most '11xx', '12xx', '13xx' and 1800 numbers, and most international numbers. International calling defaults on, international roaming defaults off. You must ask us to change any of these features. A Data Pool can contain up to 300 services. Multiple pool plans are available. A pool may contain any mix of the plans above. Mobile Broadband is for use in Australia only								

### Other Call Charges

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

### Your Device

This service does not include a device.

### Data Pooling

Services in a Data Pool contribute their data allowance to the pool of data available to all services in that pool. Only services in the same Data Pool contribute to and consume data from that Pool. Data cannot be shared across Data Pools. A maximum of 300 services can be in a single Data Pool. Multiple Data Pools may be created. Services in a Data Pool must all be on a Data Pooling plan but may be on different Data Pooling plans. A Data Pool must be either auto or manual top up. Data banking is not available with Data Pooling. Data Pooling is not available overseas.

### Can we Change your Plan?

From time to time, we may make changes to your Plan, including the price and inclusions. 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 end of the month of connection, and a full month's charge for the following month.

### International Roaming

International Roaming is the ability for a customer to make and receive voice calls, send and receive data, or access other mobile services when travelling outside Australia by using the infrastructure of a "visited" network. International Roaming defaults "off" and you must ask us to enable it prior to leaving Australia. If it is enabled, it will activate the first time you use your mobile service in a visited country. International Roaming 1-day packs include unlimited calls, unlimited SMS and 200MB of data. Packs can be stacked up to 150 times per bill cycle. Stacking means that when you have consumed the 200MB data allowance, another pack is automatically applied, up to a total of 150 packs per month or up to your Excess Spend Limit, which defaults to \$100. You must contact us if you wish to increase your Excess Spend Limit.

Countries with Eligible Roaming Agreements		
Austria	India (excludes Bihar, Orissa, UP East, West Bengal)	Qatar
Belgium	Indonesia	Republic of Korea
Brazil	Ireland	Romania
Bulgaria	Israel	Russia
Canada	Italy	Singapore
Cambodia	Japan	Slovak Republic
China	Latvia	South Africa
Croatia	Lithuania	Spain
Czech Republic	Luxembourg	Sri Lanka
Denmark	Macedonia (Former Yugoslav Rep)	Sweden
Egypt (Arab Republic)	Malaysia	Switzerland
Estonia	Mexico	Taiwan
Fiji	Netherlands	Thailand
Finland	New Zealand	Turkey
France	Norway	UAE
Germany	Papua New Guinea	UK
Greece	Philippines	USA
Hong Kong	Poland	Vanuatu
Hungary	Portugal	Vietnam

### Cancelling a Service

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

### 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](https://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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