

MOBILE SIM ONLY SERVICE : SERVICE 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 13 December 2023

Plan	10 GB	30 GB	60GB		10GB	30 GB	60GB
Network	4G	4G	5G		4G	4G	5G
Service Type	Voice &Data	Voice &Data	Voice &Data		Mobile Broadband	Mobile Broadband	Mobile Broadband
Minimum Monthly Charge per Service in Data Pool	\$31.44	\$44.43	\$74.17		\$24.56	\$36.27	\$66.01
Data Pooling Account Set	\$6.38						
Pool Data Top	The Pool 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 10Gb 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 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 months 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 and Retrieval	Unlimited			Voice Calls 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 30 GB and 60GB voice and data plans. International calls from 10 Gb plans are charged at rates available at https://buroserv.com.au/important-documents			Voice Calls not available on mobile broadband plans			
Included Selected International Destinations , 30Gb and 60Gb Voice	China, France, Germany, Greece, Hong Kong, India, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand, 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, and most '11xx', '12xx' '13xx' and 1800 numbers, and most international numbers. International calling, Data Top Up, and International Roaming defaults on. You must ask us to turn off any of these features. Mobile Broadband plans. A service pool can contain up to 300 users. Multiple pool plans are available. A pool may contain any mix of the plans above. Mobile Broadband 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.

Service Pooling

Services on a pooling account contribute their data allowance to the pool of data available to all services in that pool. Data Pooling is managed at a data pool level, only services in the same pool contribute and consume data from that pool. Data cannot be shared across data pools. A maximum of 300 services can be in a pool. Multiple Data Pools may be created. Services in a Data Pooling account must all be on a Data Pooling plan but may be on different data pooling plans. A Data Pooling Account must 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. 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.

International Roaming

International Roaming is the ability for a customer to automatically 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" you need to ask us to enable international roaming before leaving Australia. On arrival at the overseas destination, you will receive a message prompting you to activate an international roaming pack by sending ROAM to 179. You will receive a message confirming activation. See International Roaming at our web site

Countries with eligible roaming agreements		
Austria	India (Note: This 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 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.


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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.