

MOBILE SIM ONLY SERVICE INCLUDING DATA BANK

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	5 GB	10 GB	22 GB	32 GB	50 GB	90GB	120 GB	150 GB	180 GB
Network	4G	4G	4G	5G	5G	5G	5G	5G	5G
Minimum Monthly Charge	\$21.76	\$25.38	\$31.72	\$42.88	\$48.41	\$58.43	\$69.09	\$75.43	\$81.59
Data 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.								
Included Calls	Unlimited National, SMS, MMS, Call Forwarding, Voicemail Divert and Retrieval								
International Calls, SMS, MMS	Calls to selected International Destinations, including International SMS and calls to mobile are available on 22GB,32GB,50GB,90GB and 120GB,150Gb and 180GB Plans. International Calls from 5GB and 10GB Plans are charged at rates available at https://buroserv.com.au/important-documents								
Included Destinations	China, France, Germany, Greece, Hong Kong, India, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand, United Kingdom, USA, Vietnam,								
SIM Postage	\$12.95								
International Roaming Pack	\$15.09								
What's Included	Your Plan is for a post-paid mobile phone service using parts of the Telstra Mobile Network. 5G service is subject to network coverage and device capability. It can 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 off. You must ask us to turn on any of these features. Subject to handset capability, this service includes WiFi Voice								

Other Call Charges

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

Your Device

Devices are not included.

Data Banking

If you have not consumed all your data by the end of the bill cycle (28th day of the month), the unused data will roll over and be available to you in the next month. This will occur at the conclusion of each billing cycle. The maximum amount of data that you can bank is 500GB. If a plan is downgraded, then the data bank is forfeited. If a service is suspended, it will retain its data bank, but will not accumulate more data each month that it remains suspended. If a service is disconnected or ported away, any data in the data bank is forfeited, even if the disconnection or port is in error.

Anti Spam Provisions

This service includes an automated Anti Scam filter and a Scam reporting feature. Further details are available at <https://buroserv.com.au/important-document>.

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 (Useful Information for more information)

International Roaming is available in the following countries-

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.

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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