

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 4 August 2024

Plan	5GB	12GB	25GB	32GB	50GB	90GB	120GB	150GB	180GB
Network	4G	4G	4G	5G	5G	5G	5G	5G	5G
Minimum Monthly Charge	\$21.44	\$27.51	\$33.77	\$42.24	\$47.71	\$58.96	\$69.72	\$76.11	\$82.34
Top Ups	If you choose auto-top up, when the included data allowance is exceeded, a 2GB top up is automatically applied. Otherwise, you can ask us to manually apply a data top up. Up to 5 top ups are available each month. Each top up cost \$10.00								
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 with 25GB, 32GB, 90GB, 150GB and 180GB Plans. International Calls from 5GB and 12GB Plans are charged at rates available at https://buroserv.com.au/important-documents								
Included International Destinations	Not applicable		China, France, Germany, Greece, Hong Kong, India, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand (fixed line only), 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. The 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 on. You must ask us to turn off any of these features. Subject to handset capability, this service includes Wi-Fi 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 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. 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 Month's 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 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 “on” and activates when first using 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 200 MB 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 at \$100. You must contact us if you wish to increase your Excess Spend Limit.

International Roaming is available in the following countries

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 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 www.tio.com.au/contact-us if you would like an independent investigation.

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