

### 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 November 21, 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 of 1GB. 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 with 25GB, 32GB, 90GB, 150GB and 180GB Plans. International Calls from 5GB and 12GB Plans are charged at rates available at <a href="https://buroserv.com.au/important-documents">https://buroserv.com.au/important-documents</a>								
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								
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 defaults on, International Roaming defaults off. You must ask us to change 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-documents>.

#### 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 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. On arrival at the overseas destination, Users will receive a welcome message while roaming in eligible destinations. They simply need to send a “Pack code” via SMS to 179.

### Travel Pack Bolt-On

Our Multiple travel packs come with WiFi Calling & SMS. Stay connected even without mobile signal – call and text back home using WiFi.

Pack Code	Pack Name	Data Inclusions	Call Inclusions	SMS Inclusions	Validity	Price ex-GST
ROAM5	5GB Travel Pack	5GB	30 Minutes	30 SMS	7 days	\$47.50
ROAM10	10GB Travel Pack	10GB	60 Minutes	60 SMS	14 days	\$77.00
ROAM3	3GB Travel BizPack	3GB	300 Minutes	300 SMS	3 days	\$88.00

### International Roaming is available in the following 68 countries

Countries with Eligible Roaming Agreements		
Austria	India	Portugal
Belgium	Indonesia	Qatar
Brazil	Ireland	Republic of Korea
Bulgaria	Isle of Man (UK)	Romania
Canada	Israel	Russia
Cambodia	Italy	Samoa
Chile	Japan	Saudi Arabia
China	Kenya	Singapore
Colombia	Latvia	Slovak Republic
Croatia	Lithuania	Slovenia
Czech Republic	Luxembourg	South Africa
Denmark	Macao	Spain
Egypt (Arab Republic)	Macedonia (Former Yugoslav Rep.)	Sri Lanka
Estonia	Malaysia	Sweden
Fiji	Mexico	Switzerland
Finland	Netherlands	Taiwan
France	New Zealand	Thailand
Germany	Nigeria	Tonga
Greece	Norway	Turkey
Guernsey (UK)	Papua New Guinea	UAE
Hong Kong	Philippines	UK
Hungary	Poland	USA
Vanuatu	Vietnam	

### International Roaming

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 [www.tio.com.au/contact-us](https://www.tio.com.au/contact-us) if you would like an independent investigation.