

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 July 24, 2025.

| | | | | | | | | | |
|-------------------------------------|---|---------|--|---------|---------|---------|---------|---------|---------|
| Plan | 5GB | 12GB | 25GB | 32GB | 50GB | 90GB | 120GB | 150GB | 180GB |
| Network | 4G | 4G | 4G | 5G | 5G | 5G | 5G | 5G | 5G |
| Minimum Monthly Charge | \$25.00 | \$30.00 | \$34.00 | \$43.00 | \$50.00 | \$60.00 | \$70.00 | \$80.00 | \$85.00 |
| 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 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 | \$13.00 | | | | | | | | |
| 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 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.