Buroserv

CriticalInformationSummary

MOBILEBROADBAND 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,Termsand Conditions
Pricing includes GST

Effective 01 October 2025

Plan	15GB	29GB	40GB	65GB	100GB	120GB	150GB	180GB	400GB*
Network	4G	5G	5G	5G	5G	5G	5G	5G	5G
Minimum Monthly Charge	$25.00	$29.00	$35.40	$41.06	$52.71	$63.84	$70.47	$76.90	$90.85
Top Ups Minimum	If you choose auto-top up, when the included data allowance is exceeded, a 2GB top up is automatically applied. Up to 5 auto-top ups are available each month. Otherwise, you can ask us to manually apply a data top up of 1GB. Each top up costs $10.00. *Auto-top up is not available on the 400GB plan.								
Term	1 month								
Plan Speeds	Plan speeds may vary due to factors such as location, distance from a base station, local conditions, concurrent users, hardware and software configuration and download/upload destination. Maximum speed on plans below 120GB is 100/100Mbps, maximum speeds for plans from 120B upwards is 250/250Mbps.								
SIM Postage	$12.95								
What's Included	Your plan is for a post-paid mobile service using parts of the Telstra Mobile Network. 4G and 5G service is subject to network coverage and device capability. It can only be used within Australia and to access data.								
What's Not Included	This plan cannot be used to make calls, SMS or MMS or to access Telstra Air.								

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. *Data banking is not available on the 400GB plan.

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.

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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