# Mobile Voice & Data

Critical Information Summary

BUROSERV

Effective 21 October 2026

## Information about the service

Mobile Voice & Data is a postpaid mobile phone service delivered over the Telstra network, supporting 4G connectivity, with selected plans offering access to 5G where available. The service provides mobile voice and data for everyday communication and internet access.

## Service Availability

Check our coverage maps at https://www.telstrawholesale.com.au/products/mobiles/coverage.html to see what network coverage is predicted to be available in the areas where you intend to use your service, as well as information about factors that may impact coverage. Devices and SIMs that do not support 5G SA will continue to have access to 4G in new 5G SA only areas.

ALL PRICES INCLUDED GST

| PLAN | 15GB | 45GB | 65GB | 100GB | 120GB | 150GB | 180GB |
|---|---|---|---|---|---|---|---|
| Minimum Monthly Charge: | $38.00 | $45.00 | $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. 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 cost $10.00. | | | | | | |
| 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 45GB, 65GB, 100GB, 120GB, 150GB & 180GB. International calls on 15GB plan is 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 | | | | | | |
| 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 MMS to standard Australian numbers and most "11xx", "12xx'"13xx" & '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. | | | | | | |

## Data Banking

If you have 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 1000GB. If a plan is downgraded, 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.

## Other Call Charges

Other call charges are available at https://buroserv.com.au/important-documents/

## Your Device

Devices are not included.

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### Your Data

Your data allowance is for personal use. The Fair usage policy applies.
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 cost $10.00.
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### Minimum Term

This plan operates on a rolling month-to-month basis, with no long-term commitment. You may cancel the service at any time.

### 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 our Plan, including the price and inclusions. If we change your Plan, or move 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 charges 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.

### Termination of 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.

### 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 | TRAVEL PACK | DATA INCLUSION | CALL INCLUSION | SMS INCLUSION | VALIDITY | PRICE INC-GST |
|---|---|---|---|---|---|---|
| **ROAM5** | 5GB | 5GB | 30 minutes | 30 SMS | 7 days | $52.25 |
| **ROAM10** | 10GB | 10GB | 60 minutes | 60 SMS | 14 days | $84.70 |
| **ROAM3** | 3GB | 3GB | 300 minutes | 300 SMS | 3 days | $96.80 |

### 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.

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### Priority Assistance

Priority Assistance is designed for eligible customers who have a diagnosed life-threatening medical condition and rely on a working fixed-line telephone service for their health and safety. Our services do not support Priority Assistance. However, you may still be able to contact emergency services by dialling Triple Zero (000), provided you are within mobile coverage of an available Australian mobile network. Please note that mobile emergency calls are dependent on network availability, coverage and signal strength, and a connection cannot be guaranteed in all circumstances. If Priority Assistance is required, you should contact a provider that offers this service, such as Telstra, to discuss your eligibility and service options.

### Customer Portal

You can view your service, access invoices, and make payments through our customer portal:
https://portal.selcomm.com/Buroserv/SelfCare

### Fair Use Policy

You must use your service in accordance with our Fair Use Policy
https://buroserv.com.au/wp-content/uploads/2024/09/BU-fair_use_policy.2014.pdf and not in an unreasonable, fraudulent, or disruptive manner that affects the integrity of the network. If you breach this policy, we may take action, including suspending or cancelling your service, or reducing its speed.

### Customer Service

Please visit www.buroserv.com.au if you have any questions about this offer. If you need to talk to our technical support about our services or your connection, you can call us on 1300 287 699. Our opening hours are Weekdays & Weekends 8am-8pm (AEST).

### Complaints or Disputes

If there's something you're not happy with and you wish to make a complaint, call 1300 287 699.
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 tio.com.au/about-us/contact-us if you'd like an independent investigation.

### Terms of Service

This document is a summary of critical information relating to the service. Full Standard Form of Agreement apply to your use of this service and can be accessed on our website at https://buroserv.com.au/important-documents/ Billing Information relating to this service can also be accessed on the same link. We may update these documents and/or our plan range without notice from time to time. The latest version of these documents can always be downloaded from our website: https://www.buroserv.com.au

### Customer Service Contact Details

You can contact our customer service team by:
Phone: 1300 287 699 | Email: customercare@buroserv.com.au | Chat: https://www.buroserv.com.au
For more information on Broadband, visit https://www.commsalliance.com.au/BEP.
All prices quoted include GST.