

# Buroserv Mobile Saver

## Critical Information Summary



This summary may not reflect any discounts or promotions which may apply from time to time.

Buroserv Mobile Saver			
Variant Plan	1GB	18GB	20GB
Monthly Charge	\$14.00	\$35.00	\$45.00
National Calls	Included		
Calls to 13/1300/1800	Included		
Calls to SMS, MMS	Included		
International Calls to China, Germany, Greece, Hong Kong, Indonesia, India, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand, United Kingdom, USA and Vietnam	No international calling available	Calls to these destinations are included, calls to other destinations are barred.	
Set Up Fee Month to Month	Included		
Sim Card	Included		
Number Porting	Included		
What's Included?	1Gb Data, Manual Top Ups on request at \$15 per Gb, New Sim Card, Number Porting, call types and destinations described above.	18Gb Data, Manual Top Ups on request at \$15 per Gb, New Sim Card, Number Porting, call types and destinations described above.	20Gb Data, Manual Top Ups on request at \$15 per Gb, New Sim Card, Number Porting, call types and destinations described above.
What's Not Included	Auto Top Ups, Top Ups on request only		
Minimum Cost	\$14.00	\$35.00	\$45.00
Service Numbers	A new service number can be supplied at no additional charge. If you wish to port your current service number, we will do this at no additional charge.		
Service Cancellation	If you cancel a month-to-month contract, or after your term contract has expired, we will disconnect the service at the conclusion of the month in which you cancel the service and cease billing for that service.		
Plan Change Charges	If you wish to change your Plan to a one with a higher included data value, we will do this at no cost. If you wish to change your Plan to a Plan with a lower included data value, we will charge you a Plan Downgrade Fee of \$31.		
Maximum Early Termination Charges	This is a Month-to-Month service, no Early Termination applies		



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### Information about the service

Information about the service Mobile Saver is a post-paid 4G mobile voice and data service utilising parts of the Telstra mobile network and includes a defined amount of data as detailed above, most call types and calls to some international destinations. The minimum contract term is 1 month. This service agreement is independent of any other service you may receive from Buroserv, and is subject to Buroserv's Standard Form of Agreement, Fair Use Policy and other important documents, available at [www.buroserv.com.au/important-documents](http://www.buroserv.com.au/important-documents). International Roaming is not available on this service.

### Service availability

Service not available to all areas, site addresses or customers.

### Hardware

No hardware is included with this service. You must supply your own handset.

### Other charges

Calls to premium numbers, international destinations not included in the price table, satellite numbers, 1234,12455, 12456 and content charges are not included and are charged separately.

### 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.

### Changing your Plan

No alternate plans are available.

### How can I check and manage my usage?

You can check your usage online at our CustomerCare portal. Please call to arrange a username and password.

### Understanding my bill

Your bill is issued on the same date each month. You're billed in advance for the minimum monthly charge, and in arrears for any usage not included in your plan. You may also be charged for individual services until all those in your plan are connected, so your first few bills may be higher or lower than expected. When you start your plan part way through a billing period, your first bill will have additional charges.

### Need help? We're here for you.

Visit [buroserv.com.au/support/contact-us](http://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 [tio.com.au/about-us/contact-us](http://tio.com.au/about-us/contact-us) if you'd like an independent investigation.

This is a summary only. The full legal terms for this plan are available at <https://buroserv.com.au/important-documents/>, which also contains other important documents which you should read.