

# CRITICAL INFORMATION SUMMARY

## MOBILE UNLIMITED

### INFORMATION ABOUT THE SERVICES

Buroserv Mobile Voice and Data is a post-paid mobile service using parts of the Telstra Mobile Network. This service gives you access to Australian mobile data network and unlimited standard calls to Australian numbers. Some plans (18GB and above) offer unlimited calls to 15 international countries, all other international countries are charged at the applicable rates. Details on these plans can be found in the What's included section.

This service agreement is independent of any other service you may receive from Buroserv.

There is no contract term, this is a month-to-month plan.

#### Other Important Conditions

This Service is provided 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)

### INFORMATION ABOUT PRICING

Unlimited Mobile Plans								
	1GB	8GB	18GB	20GB	30GB	40GB	60GB	100GB
Monthly Charge	\$14.00	\$29.00	\$35.00	\$45.00	\$54.00	\$64.00	\$77.00	\$93.00
Standard National Calls and Messaging	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Minimum Term Cost	\$14.00	\$29.00	\$35.00	\$45.00	\$54.00	\$64.00	\$77.00	\$93.00

There is a \$12.95 postage charge for each SIM.

List of 15 countries with unlimited calls available to **Unlimited Mobile Plans of 10Gb or greater data allowance**

Greece	Thailand	Singapore
China	Ireland	Indonesia
USA	Malaysia	South Korea
Germany	New Zealand	United Kingdom
Hong Kong	India	Vietnam

### EARLY TERMINATION

There is no early termination fee applicable as all plans are month-to-month. Cancelling the services requires 30 days' notice and billing will be pro-rated on the remaining days of the month.

### WHAT'S INCLUDED

Monthly data allowance is included in the plans as indicated in the Price section.

Unlimited calls to standard Australian numbers, such as mobile, fixed, 13/1300/1800 numbers, voice- mail, SMS and MMS.

Unlimited Mobile Plans which have a 10Gb or greater data allowance include unlimited calls to 15 countries as indicated in the Information About Pricing section.

All included data and calls can only be used within Australia.

### WHAT'S NOT INCLUDED

Your Monthly Allowances (calls and data) can't be used overseas. Your Monthly Calls do not include calls, SMS or MMS to international numbers, premium numbers (eg 19xx numbers), satellite numbers, Video Calling, International Roaming charges, 1234, 12 455 and 12456 numbers or content charges.

### BYO HANDSET

A Mobile Handset is not included. Your handset must support 3G-850MHz and 4G 1800MHz, 700MHz and 2600MHz bands to ensure you get the best coverage.



**BUROSERV**

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### MOBILE COVERAGE

This service uses parts of Telstra's network and provides a combined 4G and 3G coverage footprint of more than 98.8% more than 98.8% and a 4G coverage footprint of 96.5% of the Australian population, covering 1.62 million square kilometres. You can access the coverage map at [www.buroserv.com.au/mobility](http://www.buroserv.com.au/mobility)

### INTERNATIONAL ROAMING

Your service has International Roaming disabled by default. You'll need to enable International Roaming by contacting our support team to be able to use your service overseas. Using your service overseas will incur extra charges.

The most common chargeable usage while overseas are:

- Receive and make calls
- Send SMS/MMS
- Use mobile data

Call charges vary on each country. These charges can be found at [www.buroserv.com.au/important-documents](http://www.buroserv.com.au/important-documents).

### TRACKING YOUR SPEND

Buroserv will send you an SMS when you reach 50%, 85% and 100% of your included data allowance. You will also receive an SMS every time an additional 1GB of data is added.

A maximum of 5 data top ups per month is permitted. Once all 5 data top ups have been exhausted, your mobile data will cease working until the monthly plan period is over.

### BILLING

We will bill you in advance for the Monthly Access Charge and features from the day the service becomes active. Billing period for monthly allowance and spend starts on the service activation date. Data usage that exceeds the allowance in any month is charged at \$11 per GB.

### Contact Us

We are dedicated to excellence in servicing our customers, if you would like to know more about this plan, please contact:

**Phone:** 1300 129 582 - Monday to Friday (9am-5pm AEST)  
**Email:** [customer@buroserv.com.au](mailto:customer@buroserv.com.au)  
**Website:** [www.buroserv.com.au](http://www.buroserv.com.au)  
**ABN:** 48 612 519 178

### Concerns or Disputes

If you have any questions, concerns or complaints, you can access our Complaints Handling Policy. <http://www.buroserv.com.au/important-documents> or call us on 1300 129 582 Monday to Friday (9am-5pm AEST).

If you are not satisfied with the resolution of your complaint you can contact:

### The Telecommunications Industry Ombudsman

**Phone:** 1800 062 058  
**Email:** [tio@tio.com.au](mailto:tio@tio.com.au)  
**Website:** [www.tio.com.au](http://www.tio.com.au)

*Please note this is only a summary, if you would like more information regarding this offering, please contact us. Pricing mentioned was correct at the time of printing.*