

International Roaming

Information About the Service

Here's a quick summary of all the important bits about your Postpaid Mobile Service Solutions Mobile International Roaming Facility.

It covers things like the length of your contract and how much you need to pay each month.

International Roaming charges apply to your post-paid mobile phone service when you use it in countries outside Australia. It gives you access to mobile phone networks, your mobile phone number, and lets you make and receive calls, send and receive messages, and access mobile data.

What's Included and Excluded?

International Roaming charges apply to usage of call, messaging and data services, including receiving calls and MMS messages.

Information about Pricing

Usage of your Mobile in countries outside Australia is charged outside of your standard monthly Access fee. Rates for different services vary from country to country, according to the tables below.

International Roaming Band Structure	Calls Made & Received per 60 seconds
Countries in Zone 1	\$1.500
Countries in Zone 2	\$2.000
Countries in Zone 3	\$2.500
Countries in Zone 4	\$3.000
Countries in Zone 5	\$3.500
Countries in Zone 6	\$4.000
Countries in Zone 7	\$4.500
Countries in Zone 8	\$5.000
International Roaming SMS	Flagfall / Per Message
Sending SMS (per message)	\$0.750
International Roaming Data	Per Megabyte
Data Roaming charges (per MB)	\$3.000



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Country	IR Zone	IR Data Pack
Austria	4	YES
Belgium	6	NO
Bolivia	5	NO
Brazil	5	NO
Bulgaria	5	NO
Canada	4	YES
Cook Islands	4	YES
Croatia	7	NO
Czech Republic	7	NO
Denmark	2	YES
East Timor	3	YES
Egypt (Arab Republic)	7	NO
Estonia	5	NO
Fiji	3	YES
Finland	1	YES
Former Yugoslav Rep of Macedonia	4	YES
France	3	YES
Germany	2	YES
Greece	2	YES
Guernsey (UK)	2	YES
Hong Kong	3	YES
Hungary	4	YES
India	5	NO
Indonesia	6	NO
Ireland	3	YES
Israel	6	NO
Italy	2	YES
Japan	4	YES
Kuwait	8	NO
Latvia	6	NO
Lithuania	7	NO
Malaysia	2	YES
Malta	8	NO
Mexico	7	NO
New Caledonia	2	YES
New Zealand	1	YES
Nigeria	3	YES
Norway	2	YES
Palestine	6	NO

Papua New Guinea	5	NO
Philippines	4	YES
Poland	6	NO
Portugal	2	YES
Qatar	7	NO
Romania	6	NO
Russia	8	NO
Samoa	5	NO
Singapore	1	YES
Slovak Republic	4	YES
South Africa	1	YES
South Korea	3	YES
Spain	5	NO
Sweden	3	YES
Switzerland	4	YES
Taiwan	2	YES
Thailand	3	YES
Turkey	6	NO
UK	2	YES
USA	4	YES
Vietnam	2	YES

All rates listed in \$AUD. Calls rates are shown per minute and charged with an initial increment of 60 seconds and per 60 seconds thereafter.

GST does not apply to roaming charges (with the exception of the standard SMS, MMS, international SMS and international MMS rates).



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International Roaming Call, SMS and Data Charges

Call	Call A 2 minute standard call will cost you:
	- \$3.88 in countries in Zone 1
	- \$4.38 in countries in Zone 2
	- \$4.88 in countries in Zone 3
	- \$5.38 in countries in Zone 4
	- \$5.88 in countries in Zone 5
	- \$6.38 in countries in Zone 6
	- \$6.88 in countries in Zone 7
	- \$7.38 in countries in Zone 8
Calls charged in 60 second increments.	

SMS SMS A message to an Australian Mobile number will cost you \$0.75 in countries in any Zone.

Data Data usage is charged at \$3.00 per MB in countries in any Zone.

Early Termination

This service can be cancelled at any time. The amount owing for the service will be the cost of the charges incurred up until the time of cancellation of the service. Blocking and unblocking of access to International Roaming can be done by calling us on **1300 525 275**

How to activate International Roaming

In default, International Roaming is not activated. Please call **1300 525 275** to activate.

Other Information

If you have any questions, just call us on **1300 525 275** so we can serve you better. Or you can visit us at **www.mobileservicesolutions.com.au** for additional information, including to access information about your usage of the service.

Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at **www.mobileservicesolutions.com.au**

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at **<http://www.tio.com.au/>**



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