



Telecom West

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International Roaming

Information Sheet

International Roaming



Information about the service

Here's a quick summary of all the important bits about your **International Roaming** availability and charges for the Mobile Broadband Plans and Mobile Plans.

International Roaming charges apply to your post-paid mobile phone service when you use it in other countries. It gives your mobile phone number access to international mobile networks and let you make and receive calls, send and receive SMS/MMS, and access mobile data (if available).

How to activate International Roaming

In default, International Roaming is not active. Before going overseas, please contact **1300 739 331** to activate the feature.

International Roaming can be deactivated at any time at no extra cost. To avoid extra charges while overseas, most devices offer the capability of blocking International Roaming usage.

How it works?

International Roaming charges apply to both originated and received calls, and originated SMS and MMS. Data upload and download are also charged, including data consumed to send and receive MMS.

Information about pricing

Mobile usage for incoming and outgoing calls in other countries is charged outside of your standard monthly access fee. Rates for different services vary from country to country, refer to the tables below.

International Roaming Band Structure	Calls Made and Received per 60 secs.
Countries in Zone 1	\$1.50
Countries in Zone 2	\$2.00
Countries in Zone 3	\$2.50
Countries in Zone 4	\$3.00
Countries in Zone 5	\$3.50
Countries in Zone 6	\$4.00
Countries in Zone 7	\$4.50
Countries in Zone 8	\$5.00
Flag fall in all zones is \$0.75	

International Roaming SMS Per Message Sent

Sending SMS (per message) \$0.75

International Roaming Data Per Megabyte

Data Roaming charges (per MB) \$3.00

Country	Zone	Data available	Voice Pack available
Austria	4	YES	YES
Belgium	6	NO	YES
Bolivia	5	NO	NO
Brazil	5	NO	NO
Bulgaria	5	NO	YES
Canada	4	YES	YES
Cambodia	4	NO	NO
China	5	TBA	YES
Cook Islands	4	YES	NO
Croatia	7	NO	YES
Czech Republic	7	NO	YES
Denmark	2	YES	YES
East Timor	3	YES	NO
Egypt (Arab Republic)	7	NO	YES
Estonia	5	NO	YES
Fiji	3	YES	NO
Finland	1	YES	YES
France	3	YES	YES
Germany	2	YES	YES
Greece	2	YES	YES
Guernsey (UK)	2	YES	YES
Hong Kong	3	YES	YES
Hungary	4	YES	YES
India (Limited to Delhi, Mumbai & Uttar Pradesh West)	5	NO	NO
Indonesia	6	NO	YES
Ireland	3	YES	YES
Isle of Man (UK)	2	TBA	YES
Israel	6	NO	YES
Italy	2	YES	YES
Japan	4	YES	NO
Kenya	7	NO	NO
Kuwait	8	NO	NO
Latvia	6	NO	YES
Lithuania	7	NO	YES

International Roaming



Luxembourg	2	TBA	YES
Macedonia (Former Yugoslav Rep)	4	YES	YES
Malaysia	2	YES	YES
Malta	8	NO	NO
Mexico	7	NO	NO
Netherlands	3	TBA	YES
New Caledonia	2	YES	NO
New Zealand	1	YES	YES
Nigeria	3	YES	NO
Norway	2	YES	YES
Palestine	6	NO	NO
Papua New Guinea	5	NO	NO
Philippines	4	YES	YES
Poland	6	NO	NO
Portugal	2	YES	NO
Qatar	7	NO	YES
Republic of Korea	3	YES	NO
Romania	6	NO	NO
Russia	8	NO	NO
Samoa	5	NO	NO
Singapore	1	YES	YES
Slovak Republic	4	YES	NO
South Africa	1	YES	NO
Spain	5	NO	YES
Sri Lanka	7	TBA	YES
Sweden	3	YES	YES
Switzerland	4	YES	YES
Taiwan	2	YES	YES
Thailand	3	YES	YES
Tonga	2	NO	NO
Turkey	6	NO	NO
UAE	5	NO	NO
UK	2	YES	YES
USA	4	YES	NO
Vanuatu	2	TBA	YES
Vietnam	2	YES	NO

All rates are listed in \$AUD. Call rates are charged per minute increments, plus a one-off flagfall (connection fee). GST does not apply to roaming charges.

Roaming Data Bolt-ons

International Roaming data bolt-ons are available on the Nano, Mini, Standard +, Super + and Max + plans. Please refer to the Additional Features Sheet for more information about bolt-ons.

Bolt-on	Amount of data	Cost
100MB Roaming One-off bolt-on	100MB	\$35
500MB Roaming One-off bolt-on	500MB	\$160
1GB Roaming One-off bolt-on	1GB	\$300

Note: Refer to previous table to check whether data is available in the country you are visiting.

Roaming Voice Packs

There are two Roaming Voice packs to choose from:

Voice pack	Included minutes / SMS	Expiry	Cost
Roaming Voice pack 50	50 / 50	5 days	\$25
Roaming Voice pack 100	100 / 100	10 days	\$45

Note: When overseas, both originated and received calls count towards the consumption of minutes from the Voice Packs. Only originated SMS count towards the SMS consumption. Refer to the list of countries to check whether Voice Packs are available in the country you are visiting.

Please refer to Additional Features Sheet for more information about Voice Packs.

Other Information

If you have any questions, we encourage you to contact your agent:

Telecom West

mobile@telecomwest.com.au

1300 739 331

Alternatively, you can contact MSS on 1300 525 275.

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on **1800 062 058**. For full contact information, visit: tio.com.au/about-us/contact-us

Visit www.telecomwest.com.au to find more information about call and data usage.