



Telecom West

Our #1 priority is you!

International Roaming

Rates

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 countries outside Australia. It gives your mobile phone number access to international mobile phone networks and let you make and receive calls, send and receive SMS/MMS, and access mobile data (if available).

What's Included and Excluded?

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

Information about pricing

Usage of your Mobile for incoming and outgoing calls 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 and Received per 60 secs.
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
Flag fall in all zones is \$0.75	
International Roaming SMS	Per Message
Sending SMS (per message)	\$0.750
International Roaming Data	Per Megabyte
Data Roaming charges (per MB)	\$3.000

Country	IR Zone	IR Data
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

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Lithuania	7	NO
Malaysia	2	YES
Malta	8	NO
Mexico	7	NO
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 flagfall plus an 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).

How to activate International Roaming

In default, International Roaming is not activated. Before going overseas, please call 1300 739 331 to activate the service.

International Roaming can be deactivated at any time at no extra cost.

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.