



# International Casual Traveller Data Pack GE&S and TB Assigned Customers

## Important information

Our International Casual Traveller Data Packs are ideal for less frequent travellers and a great way to minimise the amount you pay for data you use overseas, but there are other precautions you can take to make sure you aren't charged more than you expected.

You need to be aware that applications such as email, automatic notifications and apps such as map services use considerable amount of data. Activities such as downloading music files, gaming or streaming video use large amounts of data – even short sessions can be extremely expensive. Turning this feature off before you travel will help you avoid incurring charges.

To see how you can turn off data on a range of popular phones and estimate your data use, visit our 'Travelling tips' and 'How to' videos on [telstra.com.au/info/roaming](http://telstra.com.au/info/roaming) or check your phone's manual.

We automatically send you SMS alerts (if your device is capable of receiving SMS) to notify you of pricing information for each country that you roam to.

You'll also receive SMS alerts when you use 50%, 85% and 100% of your data pack allowance. For any data used outside of your allowance, we will send you SMS alerts every time you use more than \$100 of 'pay as you go' data if you are a Business customer, and every time you use more than 100MB of 'pay as you go' data if you are a Global Enterprise & Services customer.

We also have spend management tools to help you monitor your international roaming usage. For more information, including how to register for these tools, visit [telstra.com/business/manageirusage](http://telstra.com/business/manageirusage)

For further information or to send your completed and signed form please contact your Telstra Representative.

## 01 Customer details

Company name

ACN or ABN

Registered address

Trading/business name

### Company name

Company name is the legal entity under which the service will be registered. In this Application Form, references to "you", "I" or "us" refer to the Company.

### ACN or ABN

ACN/ABN is Australian Company Number or Australian Business Number.

### Trading/business name

Trading/Business Name is not a legal entity but is the name under which your business trades.

## 02 Contact details

Contact name

Ph (wk) ( )  Ph (mb)

Fax ( )

Email

## 03 Technical contact details

Contact name

Ph (wk) ( )  Ph (mb)

Fax ( )

Email

## 04 Service details

International Roaming Data Packs provide you with an allowance to use towards data usage on your eligible Telstra Post-Paid mobile or Telstra Mobile Broadband® services in the following countries ("Included Allowance").

Argentina	Austria	Bangladesh	Brazil
Cambodia	Canada	Chile	China
Croatia	Czech Republic	Denmark	Egypt
Fiji	France	Germany	Greece
Hong Kong	Hungary	India	Indonesia
Ireland	Israel	Italy	Japan
Malaysia	Mexico	Netherlands	New Zealand
Norway	Papua New Guinea	Philippines	Portugal
Russia	Saudi Arabia	Singapore	Slovak Rep
South Africa	South Korea	Spain	Sweden
Switzerland	Taiwan	Thailand	Turkey
UK	United Arab Emirates	USA	Vanuatu

A once-off charge is payable to access the Included Allowance for 30 days. International Casual Traveller Data Packs expire 30 days from the date of activation and any unused Included Allowance will be forfeited at this time. There is no ongoing commitment, but an International Casual Traveller Data Pack cannot be cancelled after it has been purchased.

Full details about the service are set out in Our Customer Terms.

You can choose from the following International Roaming Data Packs:

- 01 \$29 Pack, which gives you an Included Allowance of 100MB
- 02 \$85 Pack, which gives you an Included Allowance of 300MB
- 03 \$160 Pack, which gives you an Included Allowance of 600MB
- 04 \$350 Pack, which gives you an Included Allowance of 1.5GB.

International Roaming Packs are not available to mobile services on a \$150 or \$180 Telstra Business Mobile PLUS plan and any other plan where you are eligible for an International Roaming Discount or if you have an International Roaming Data Group Plan. If any of your mobile services are on an All-4-Biz Mach II Plan with a \$150 monthly access fee and you take up an International Casual Traveller Data Pack, you won't be able to use the \$50 international roaming allowance included in your All-4-Biz plan.

### Contact name

Contact Name is the person representing the Customer for billing and contract administration.

### Technical contact name

Technical Contact Name is the person representing the Customer who is responsible for the technical aspects of the service, that is, your authorised representative for the service.

You must notify Telstra of any changes to your Contact Details.

### Multiple services

Please fill out the details of your Telstra Account below by inserting your account number(s).

if you would like to purchase an International Casual Traveller Data Pack for any of the services on these Accounts, you'll need to contact your Service Delivery Team. You can also contact your Service Delivery Team if you'd like to purchase additional data packs for services on these Accounts.

### 05 Exclusions and excess usage charges

Your Included Allowance can't be used towards:

- data usage in destinations not covered by your International Casual Traveller Data Pack;
- data usage in Australia;
- content charges; or
- voice calls, SMS or MMS using International Roaming.

You must pay for such usage in addition to your International Casual Traveller Data Pack charge and other standard charges. International Roaming PAYG data and voice charges are substantially higher than data and voice charges in Australia.

If you connect or use data that is in excess of, or that is not covered by your International Casual Traveller Data Pack, you will be charged for any additional International Roaming data usage at the standard pay as you go (PAYG) rate of \$3.00 per MB (charged per KB or part thereof). The PAYG rate is correct as at September 2014 and may change from time to time. Please refer to [telstra.com/business/overseas](http://telstra.com/business/overseas) for the most current rate.

If you are using a smartphone overseas you may use more data than you expect. We strongly recommend that you visit this website for information on how to configure your smartphone to help you manage your usage and costs [telstra.com.au/mobile-phones/international-roaming/travelling-tips/](http://telstra.com.au/mobile-phones/international-roaming/travelling-tips/)

Full details of the fees and charges for International Casual Traveller Data Packs and additional usage are set out in Our Customer Terms. We may vary Our Customer Terms from time to time.

### 06 Billing details

Your services will be billed to your existing account on a monthly basis. Please specify your account/Full National number (FNN) and billing aggregator number (if applicable):

Existing account no./FNN

Billing aggregator no.

### 07. Purchasing additional Data Packs

You can purchase data packs for any of the mobile services on the account(s) you've listed above by emailing us. However if you'd like to purchase a data pack for a service on an account that's not listed above, you'll need to fill out a new application form. For each additional data pack you purchase, the terms and conditions set out in this form apply.

Please note, international roaming data charges are higher than data rates in Australia. If you go over your included allowance or use data outside your allowance you will be charged Pay-As-You-Go (PAYG) international roaming data rate of \$3.00 per MB (charged per KB or part thereof).

## 08 Your application

I apply for the service(s) described in this Application Form and acknowledge that if my Application is accepted it will be provided on the terms and conditions set out in this Application Form and Our Customer Terms.

I acknowledge that I have either received, or have had the opportunity to review, a copy of Our Customer Terms.

I understand that I will incur additional charges, and I must pay for, any usage that is outside of my International Casual Traveller Data Pack at the International Roaming PAYG data rate of \$3.00 per MB (charged per KB or part thereof).

I understand that if I use a Smartphone overseas, then I may use more data than I expect and I acknowledge that you have told me where I can go for information about how to manage my Smartphone data usage and costs.

I understand that if any of my mobile services listed in section 04 of this application form are on a \$150 All-4-Biz plan, the International Casual Traveller Data Pack will not be compatible with the International Roaming allowance that is already included in that mobile plan. I understand that by taking up an International Casual Traveller Data Pack I will not be able to use the International Roaming allowance included in my plan for data usage.

I acknowledge that any additional International Casual Traveller Data Packs I purchase via email are subject to the terms and conditions set out in their Application Form and Our Customer Terms.

I acknowledge that from time to time, Telstra may change pricing for International Casual Traveller Data Packs. I acknowledge that the new pricing overrides the pricing set out in this form such that, any additional International Casual Traveller Data Packs I purchase are subject to the new pricing.

### Privacy

I agree, and will ensure that any of our related bodies corporate which receive services connected with this Application Form and our representatives are aware, the Telstra "Privacy Statement" available at [telstra.com.au/privacy/privacy-statement](http://telstra.com.au/privacy/privacy-statement), which contains:

Telstra's privacy policy describing how Telstra and its related companies will manage your personal information (such as the purposes and circumstances of its collection, use and disclosure of that information, including for marketing to you and in relation to transfers to overseas recipients), your rights to access and correct that information and how to complain about breaches of the Privacy Act 1988;

Telstra's credit reporting policy, which provides equivalent details regarding how Telstra and its related companies manage your credit-related information and about your access and correction rights in relation to that information and how to complain about breaches of credit reporting requirements under the Privacy Act 1988.

I agree to Telstra and its related companies collecting, using and disclosing my personal information as described in the Privacy Statement.

I agree that Telstra may also, subject to the Privacy Act 1988:

- a) disclose information about me and this application (including information contained in any application for additional services and information about the conduct of my account) to a credit reporting body to obtain credit reporting information about me and to another credit provider or a debt collection agent to collect overdue payments relating to credit owed by me and to notify defaults by me; and
- b) obtain and use information about my creditworthiness (including consumer credit reporting information or a commercial credit report) from a credit reporting body or other business that reports on creditworthiness or from a credit provider to assess any application for services or to collect any overdue payments.

Important information about credit reporting: I acknowledge that I should read important information about credit reporting available on Telstra's website at <http://telstra.com.au/privacy/important-information-about-credit/>. This includes details about the credit reporting bodies that Telstra deals with, the kinds of information that Telstra may give to those bodies about me (such as about certain overdue payments), how they may use and disclose it and those bodies' policies regarding its management. It also includes details about my access, correction and complaint rights regarding credit-related personal information and my rights to prevent its use in certain circumstances, such as if I am a victim of identity fraud. A copy of this information is also available from Telstra on request.

**Signed** by me, for and on behalf of the Customer as its authorised representative:

Signature

Date

Print name

Position

Our Customer Terms means the Standard Form of Agreement formulated by Telstra for the purposes of Part 23 of the Telecommunications Act 1997 (Cth), as amended by Telstra from time to time. You may view Our Customer Terms at [telstra.com.au/customerterms/](http://telstra.com.au/customerterms/) or obtain a copy from Telstra. If you require information about detrimental changes to Our Customer Terms before they take effect, it will be available on the above website is used for multiple services.

By signing you warrant that you have the authority to make this application on behalf of the Customer named.