



Part I – Heading Overseas (International Roaming)

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Part I – Heading Overseas (International Roaming)

Certain words are used with the specific meanings set in Part A – General of the Telstra Mobile section, or in the General Terms of Our Customer Terms.

1 About this Part

- 1.1 This is part of the Telstra Mobile section of Our Customer Terms. Provisions in other parts of the Telstra Mobile section, as well as in the General Terms of Our Customer Terms, may apply.

See clause 1 of the General Terms of Our Customer Terms for more detail on how the various sections of Our Customer Terms should be read together. To see these terms – home and family customers [click here](#); business and government customers [click here](#).

See clause 1 of Part A – General of the Telstra Mobile section for more detail on how the various parts of the Telstra Mobile section should be read together. To see these terms – home and family customers [click here](#); business and government customers [click here](#).

2 International Roaming services

What are our International Roaming services?

What are our International Roaming services?

- 2.1 Our International Roaming service is subject to availability and allows you to use your compatible device to make/receive calls, use data services and send/receive SMS and/or MMS overseas and have the charges billed to your Telstra account.

Availability

- 2.2 You cannot use International Roaming in all countries. Destinations where international Roaming is available are subject to change. A list of currently participating destinations for International Roaming services excluding Telstra Wireless Machine to Machine (M2M) Service (section 7) and Telstra IoT Global Connect – Roaming Data Plans (section 8) is available from us or can be found at telstra.com/roaming.
- 2.3 A list of participating countries and operators for International Roaming services for Telstra Wireless Machine to Machine (M2M) Service (section 7) and Telstra IoT Global Connect – Roaming Data Plans (section 8) are available in the relevant section.
- 2.4 In available destinations voice calls, SMS, MMS, and data services may not be available with all participating operators. The availability of services is dependent on a number of factors including destination, connectivity, the participating operator in that destination, coverage and the device you use.



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Getting International Roaming

(a) Telstra Post-paid customers

- 2.5 Effective from 12 May 2015, International Roaming will be automatically provisioned on all new mobile and mobile broadband service for Consumer customers unless you're recontracting with your existing number and have previously opted to bar international roaming for that mobile service.

For Business customers, if we have elected to withdraw or to otherwise not automatically provision International Roaming for your service, you can:

- a) ask us for International Roaming if it is not already on your Telstra Post-paid Mobile, Mobile Broadband or Tablet service. We can refuse your request if you do not meet our credit requirements. We will tell you if your request is successful at the time of your request or will advise you of when we will be able to tell you if your request has been successful; or
- b) request us to provide International Roaming on your service by contacting a customer service consultant or by online. Upon processing your request, we can either
 - (i) refuse your request if you do not meet our credit requirements;
 - (ii) apply International Roaming on your nominated mobile service; or
 - (iii) request you to provide further information to us,and we will tell you once your request has been processed by sending you an SMS to your service or email (if you provided a valid email address) or we will advise you of when we will be able to complete the processing of your request.

Removing roaming capability

- 2.6 You can remove your International Roaming capability or decline an invitation from us to have this service automatically provisioned by contacting us.

Post-paid International Roaming Charges

- 2.7 The charges for International Roaming are set out in the tables below.
- a) We will charge you the following for making and receiving voice calls on your Post-Paid mobile service unless:
 - (i) you are making or receiving voice calls using an airline service or a cruise ship service; or



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- (ii) you are making voice calls to satellite numbers which commence with either (+8816); (+8817); (+8703); (+8705); (+87039); (+87077); (+87078); (+8706); (+87060); (+87076); (+87088); (+8818); (+8819); (+88213); (+88216); (+88228); (+88232); (+88234); (+88242); (+88298); (+88299),

in which case we will charge you \$5.00 per minute.

Zone and price per minute	Eligible Countries
Zone 1 \$1.50/per minute	Cyprus; Finland; Ghana; Gibraltar; Lebanon; Lesotho; New Zealand; Pakistan; Singapore; South Africa.
Zone 2 \$2.00/per minute	Bahrain; Denmark; Germany; Greece; Greenland; Guernsey; Isle of Man; Italy; Jersey; Kyrgyzstan; Liberia; Luxembourg; Macau; Malaysia; New Caledonia; Norway; Portugal; Rwanda; Solomon Islands; Swaziland; Taiwan; Tonga; United Kingdom; Vanuatu; Vietnam.
Zone 3 \$2.50/per minute	Bosnia and Herzegovina; Brunei Darussalam; Costa Rica; Fiji; France; Guam; Hong Kong; Ireland; Laos; Monaco; Nauru; Netherlands; Nigeria; Republic of Korea; Sierra Leone; Sweden; Thailand; Timor Leste; Uganda; Uruguay; Yemen.
Zone 4 \$3.00/per minute	Afghanistan; Andorra; Austria; Cambodia; Canada; Cook Islands; French Polynesia; Hungary; Japan; Jordan; Liechtenstein; Macedonia; Mozambique; Namibia; Nepal; Philippines; Reunion; Slovakia; Switzerland; USA; Venezuela.
Zone 5 \$3.50/per minute	Bolivia; Botswana; Brazil; Bulgaria; China; El Salvador; Estonia; Georgia; Honduras; India; Iran; Libya; Mauritius; Moldova; Nicaragua; Papua New Guinea; Samoa; Seychelles; Slovenia; Spain; United Arab Emirates
Zone 6 \$4.00/per minute	Angola; Belgium; Bhutan; Chile; Gambia; Indonesia; Iraq; Israel; Latvia; Palestine; Paraguay; Poland; Romania; Suriname; The Democratic Republic Of The Congo; Turkey
Zone 7 \$4.50/per minute	Armenia; Azerbaijan; Belarus; Croatia; Czech Republic; Egypt; Ethiopia; Falkland Islands; Guyana; Kazakhstan; Kenya; Lithuania; Malawi; Mexico; Myanmar; Panama; Peru; Qatar; Sri Lanka.
Zone 8 \$5.00/per minute	Albania; Algeria; American Samoa; Anguilla; Antigua and Barbuda; Argentina; Bangladesh; Barbados; Bermuda; British Virgin Islands; Cameroon, Cayman Islands; Chad; Colombia; Cote D'Ivoire (Ivory Coast); Curacao; Dominican Republic; Ecuador; Federated States of Micronesia; French Guiana; French West Indies; Gabon; Grenada; Guadeloupe; Guinea; Haiti; Iceland; Jamaica; Kuwait; Madagascar; Maldives; Mali; Malta; Martinique; Mauritania; Mongolia; Montenegro; Montserrat; Morocco; Niger; Oman; Puerto Rico; Russian Federation*; Saint Kitts And Nevis; Saint Lucia; Saint Vincent And The Grenadines; Saudi Arabia; Senegal; Serbia; Tajikistan; Tanzania; Trinidad and Tobago; Tunisia; Turkmenistan; Turks and Caicos Islands; Ukraine; Uzbekistan; Zambia; Zimbabwe. * Russian Federation: Allow more than 24 hours for data and SMS to activate on arrival.



Part I – Heading Overseas (International Roaming)

- b) We will charge you the following for sending and receiving SMS and MMS, and for using data services.

International Roaming – SMS	
Postpaid International Roaming - SMS	
Charges payable by you for sending an SMS	\$0.75
Charges payable by you for receiving an SMS	Nil.
Postpaid International Roaming - MMS	
Charges payable by you for sending a <i>picture</i> MMS to an Australian number	\$3 per MB (charged in 1 kB blocks or part thereof) plus \$0.50 (Event Fee)
Charges payable by you for sending: <ul style="list-style-type: none"> a video MMS to an Australian number a picture or video to an International number 	\$3 per MB (charged in 1 kB blocks or part thereof) plus \$0.75 (Event Fee)
Charges payable by you for receiving a picture or video MMS	\$3 per MB (charged in 1 kB blocks or part thereof).
International Roaming – transfer of packet data using GPRS, 3G/UMTS and 4G network access	
Charges for transfer of packet data – pay as you go (PAYG)	Charges for data usage will be \$3 per MB, (charged in 1 kB blocks or part thereof). You will be charged for upload and download of data.

When calculating data volumes:

- where the volume of data transferred is not a whole number of kilobytes, it is rounded up to the next kilobyte at the end of each session; and
- 1024 bytes = 1 kilobyte (KB) and 1024 kilobytes = 1 megabyte (MB) and 1024 MB = 1 Gigabyte (GB).

To see the charges for calls to an international mobile (non-roaming) number – home and family customers [click here](#); business and government customers [click here](#).



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MMS charges on your domestic plans when overseas

- 2.8 If you are a Telstra Post-Paid customer with a plan for use within Australia and MMS is part of your Included Allowance for that plan, then MMS Event Fee component for an MMS sent overseas will go towards your plan's Included Allowance.

If MMS is not part of your domestic plan's Included Allowance, then you will be charged standard MMS international roaming charges. See clause 2.7 of this Part I for further details.

Billing for Telstra Post-Paid International Roaming Charges

- 2.9 Charges may take some time to appear on your bill. This depends on when the overseas network operators provide us with the necessary information, how long you were roaming and how often you receive your bill.

3 Using MessageBank and Memo overseas

MessageBank Roaming

- 3.1 MessageBank Roaming allows you to divert calls to MessageBank and retrieve messages when you are overseas. Charges are billed to your Telstra account.
- 3.2 To retrieve MessageBank messages you can text +61101 for MessageBank Call Back - charges apply. You will then receive a call from us connecting you to your MessageBank mailbox.

Memo Roaming

- 3.3 Memo Roaming allows you to divert calls to Memo and receive an SMS with the contents of your message. Charges are billed to your Telstra account.

Availability

- 3.4 MessageBank Roaming and Memo Roaming are only available in countries and with operators where International Roaming International Roaming (as the case may be) is available. A list of countries and operators currently participating is available from us.
- 3.5 MessageBank Roaming and Memo Roaming rely on the overseas network you are roaming on sending back the correct signalling to indicate the call should divert. Subject to the Australian Consumer Law provisions in the General Terms of Our Customer Terms, we cannot promise the reliability of the overseas network.



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- 3.6 MessageBank Roaming and Memo Roaming rely on the capability to send and receive SMS outside of Australia. When you are overseas where SMS cannot be sent or received, temporarily or permanently, this will affect the delivery of these services.

Getting MessageBank/Memo Roaming

- 3.7 MessageBank Roaming and Memo Roaming are available to you only if you are a post-paid customer of MessageBank and Memo services in Australia and you are provided with International Roaming.
- 3.8 If you are a customer and have MessageBank or Memo, your International Roaming service does not automatically include MessageBank Roaming or Memo Roaming. You must contact us to have MessageBank Roaming or Memo Roaming provided on your International Roaming service.
- 3.9 MessageBank Roaming and Memo Roaming are not available on the same phone service at the same time. If you are eligible for both services, you may choose which service you wish to have provided. You may change your choice at any time by contacting us.
- 3.10 MessageBank Roaming and Memo Roaming are not available on a phone service where you asked us to block the sending of SMS.

MessageBank Roaming Charges

- 3.11 The following charges and surcharges apply to MessageBank Roaming and are set out below:

- a) applicable charges associated with the MessageBank service that are set out in Part F – Managing Calls of the Telstra Mobile section of Our Customer Terms;

To see these charges – home and family customers [click here](#); business and government customers [click here](#).

- b) overseas network charges for sending the SMS to MessageBank Roaming (or receiving SMS) plus a surcharge; and
- c) standard charges when roaming overseas for calls received from us connecting you to your MessageBank Mailbox (or calls made).



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MessageBank Roaming	
Charges associated with MessageBank <ul style="list-style-type: none"> - subscription to MessageBank - diversion to your MessageBank mailbox - retrieval (for network call to your MessageBank) 	Applicable subscription fee Standard call forwarding charges Standard retrieval charges
Charges associated with sending SMS while roaming overseas	Standard charges for SMS sent whilst overseas.
Charges associated with receiving and making calls while roaming	Standard charges for calls received and made while roaming overseas

Memo Roaming Charges

3.12 The following charges and surcharges apply to Memo Roaming and are set out below:

- a) applicable charges associated with the Memo that are set out in Part F – Managing Calls of the Telstra Mobile section of Our Customer Terms;

To see these charges – home and family customers [click here](#); business and government customers [click here](#).

- b) overseas network charges for receiving SMS from Memo Roaming (or sending SMS) plus Telstra surcharge; and
- c) standard charges for calls made and received while roaming overseas.

Memo Roaming	
Charges associated with Memo <ul style="list-style-type: none"> - subscription to Memo - diversion to Memo and answered by Memo Operator 	Applicable Monthly Access Fee Standard charge per call answered
Charges associated with sending SMS while roaming	Standard charges for SMS sent whilst overseas.
Charges associated with making and receiving calls while roaming	Standard charges for calls made and received while roaming overseas



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MessageBank/Memo Roaming – overseas charges

- 3.13 The use of MessageBank Roaming and Memo overseas will incur charges that include rates set by the overseas network operator you are using. These rates may change over time. Approximate information on these rates is available from us or can be found at <http://www.telstra.com/info/roaming>. While we take care when compiling this information, we do not promise that it is accurate.

4 International Roaming Notification SMS

- 4.1 We will send you notifications when you are overseas to:
- a) remind you that you have activated your mobile device overseas, that significantly higher charges may apply and that there may be delays in receiving data usage alerts;
 - b) inform you of the cost of making and receiving a 1 minute call in the country you are in, sending and receiving an SMS or MMS, and using 1MB of data; and
 - c) provide a telephone number that you can call us on to opt-out of our International Roaming services. (**Notification SMS**)
- 4.2 You will only be able to receive Notification SMS if you have a mobile device which is capable of receiving SMS.
- 4.3 We will send you Notification SMS when you connect your mobile device with one of our partner carrier network operators in each country you are roaming in. We will resend Notification SMS where:
- a) you are in a particular country for more than 14 days (in which case we will resend Notification SMS every 14 days); or
 - b) you are roaming in more than one country and return to a country where you have previously received Notification SMS (provided that you have not received Notification SMS for that country in the preceding 14 days).
- 4.4 If you are a consumer customer or a small business customer, you cannot opt-out of receiving Notification SMS.



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5 International Roaming Day Pass – Consumer and Small Business Plans

What is an International Roaming Day Pass

- 5.1 With an International Roaming Day Pass you get a daily allowance for standard voice calls, SMS and data for use in Eligible Countries (**Day Pass**) during each day calculated from 00.01 to midnight AEST (**Day Pass Period**).
- 5.2 An applicable Day Pass charge is triggered when you use your eligible service overseas in an Eligible Country.

Availability

- 5.3 The Day Pass is available to eligible Telstra Consumer, Small Business Post-Paid Mobile customers or Enterprise Mobile customers that have a Consumer or Small Business Mobile Plans with International Roaming activated on their service.

Minimum Term

- 5.4 International Day Passes are available for use each day but are only charged when you use your service overseas in an Eligible Country.

Pricing

- 5.5 Each day a service is used in an Eligible Country, \$5 or \$10 will be charged to your account and the inclusions listed in the table below will be available for use that day in Australian Eastern Standard Time (AEST).
- 5.6 An International Roaming Day Pass includes unlimited calls and SMS to standard international numbers and 2GB data for use each day (AEST) when travelling in Eligible Countries.

	\$5/day (AEST)	\$10/day (AEST)
Calls to and from standard international numbers while in Eligible Countries	Unlimited	Unlimited
SMS to standard international numbers while in Eligible Countries	Unlimited	Unlimited
Data allowance for us in Eligible Countries	2GB per day	2GB per day
Duration	Expires daily (AEST)	Expires daily (AEST)
Excess Data Charge	\$10 per 2GB , valid for 31 days	\$10 per 2GB, valid for 31 days
Eligible Countries	To view eligible destinations, go to: International Roaming - Telstra	



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- 5.7 Unused data expires at the end of each day (AEST).
- 5.8 A standard number refers to local or international fixed-line and mobile numbers. Data usage is the amount of data you use to browse the internet, send and receive email and MMS, and use mobile apps.

Usage

- 5.9 You may receive SMS Alerts relating to international roaming pricing and international data usage sent by us to a Post-Paid Mobile Service. You may opt out of receiving these Alerts unless otherwise prohibited by law or Our Customer Terms.
- 5.10 Your International Roaming Day Pass excludes the following usage:
- a) Data used in Eligible Countries in excess of 2GB (which will be charged at \$10 per 2GB, valid for 31 days, for usage in Eligible Countries);
 - b) data used while in Australia, while on airplanes or cruise ships, or in overseas destinations other than in the Eligible Countries; and
 - c) MMS (Event Fees), video calls or calls to non-standard numbers (satellite numbers, premium numbers and operator assisted calls);
 - d) Content charges such as third party services, ring tones, apps, movies or songs;
 - e) Usage in countries that are no Eligible Countries,
- and you must pay for this usage separately at the rates set out in clause 2.7 of this Part I.

6 International Roaming Day Pass – Enterprise and Government

What is an International Roaming Day Pass?

- 6.1 An International Roaming Day Pass offers you a daily allowance to make and receive voice calls to and from standard numbers, send SMS to standard numbers, and use data in Eligible Countries (**Day Pass**) during each day calculated from 00.01 to midnight AEST (**Day Pass Period**).

Availability

- 6.2 Day Passes are available to eligible Telstra Enterprise customers with International Roaming activated on their eligible Post Paid Mobile service.



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6.3 Day Passes are not available:

- a) to Telstra Wholesale customers for resale; or
- b) for any Post Paid Mobile services or offers that include an International Roaming allowance or which we consider are “Premium Plans” (such as Corporate Mobile Plus Executive and Global Plans).

6.4 Subject to 6.2 and 6.3, Day Passes are provisioned across all eligible Post Paid Mobile services on your account unless we agree otherwise.

6.5 International Roaming Frequent Traveller Data Plans or International Roaming Voice Plans provisioned on a Telstra Post Paid Mobile service will be removed when a Day Pass is provisioned and we will waive any associated early termination charges.

6.6 International Roaming Casual Traveller Data Packs and any other International Roaming service which expire monthly and is provided to you in your agreement with us, will expire at the end of the billing cycle in which the Day Pass is provisioned to your account. The Day Pass will take priority until this time and will then be available for exclusive use by the Post Paid Mobile services upon expiry.

6.7 Once a Day Pass has been provisioned to a Post Paid Mobile service, you cannot purchase or use any other in-market International Roaming offer with that service, unless we agree otherwise.

Minimum Term

6.8 You may cancel your Day Pass at any time. We may cancel your Day Pass at any time if we (acting in good faith) have a reasonable reason to do so (including for security reasons, in order to protect the integrity or stability of any network, or if your service is used in a fraudulent manner), provided that we notify you of the cancellation.

6.9 We may suspend your Day Pass with 30 days written notice.

6.10 Where either party cancels the Day Pass in accordance with clause 6.8, the Day Pass Fee and the Excess Data Fee will no longer apply from the cancellation date, and you agree to pay any outstanding Day Pass Fees and Excess Data Fees incurred up to the cancellation date. After the cancellation date, all International Roaming usage will be charged in accordance with our pay-as-you-go rates set out in clause 2.7 of this Part I, unless we agree otherwise.

Pricing and charging

6.11 A Day Pass that has been provisioned to your Post Paid Mobile service is charged to your account when it is activated through the occurrence of any of the usage types set out in clause 6.1.



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- 6.12 The following table sets out the fee for your chosen Day Pass (**Day Pass Fee**), the included allowances of your Day Pass, the Excess Data Fees and Eligible Countries:

	International Roaming \$5Day Pass	International Roaming \$10 Day Pass
Day Pass Fee (per Day Pass Period)	\$5	\$10
Calls to and from standard numbers (while in Eligible Countries during the Day Pass Period)	Unlimited	Unlimited
SMS to standard numbers (while in Eligible Countries during the Day Pass Period)	Unlimited	Unlimited
Data to use while in Eligible Countries during the Day Pass Period (unused data expires at the end of each Day Pass Period)	2GB	2GB
Excess Data Fee	\$10 per 2GB, valid for 31 days.	\$10 per 2GB, valid for 31 days.
Eligible Countries	To view eligible destinations, go to: https://www.telstra.com.au/small-business/global-connectivity/international-roaming	

- 6.13 **Standard numbers** are fixed lines and mobile numbers. **Non-standard numbers** are satellite numbers, cruise ship and airline numbers, premium numbers and operator assisted calls. You will be charged separately for calls to and from, and SMS to, non-standard numbers in accordance with clause 2.7 of this Part I, unless we agree otherwise.



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- 6.14 Any discounts relating to International Roaming on your account will be removed unless it is an allowance linked to an eligible Enterprise Fleet Plan or Corporate Mobile Plus Plan, in which case it may be applied to the Excess Data Fee but not the Day Pass Fee.

Usage

- 6.15 You may receive SMS Alerts relating to International Roaming pricing and International Roaming data usage sent by us to a Post Paid Mobile service. You may opt out of receiving these Alerts unless you are required to receive them by law or by Our Customer Terms.
- 6.16 You may not be able to access your estimated voice/SMS and data usage from the Telstra spend management tools (eg #108# or telstra.com/mpm) to monitor your International Roaming usage.
- 6.17 Your Data Allowance excludes the following usage:
- a) content charges (such as ring tones, apps, movies or songs);
 - b) data used while in Australia, while on airplanes or cruise ships, or in overseas destinations other than in the Eligible Countries; and
 - c) the MMS Event Fee component of charges for an MMS sent overseas,
- and you must pay for this usage separately at the rates set out in clause 2.7 of this Part I, unless we agree otherwise.
- 6.18 Usage in countries that are not Eligible Countries will be charged at the rates set out in clause 2.7 of this Part I, unless we agree otherwise.

7 Telstra Wireless Machine to Machine (M2M) Service

Wireless M2M Control Centre Outbound Group Plans

- 7.1 With our Wireless M2M Control Centre Outbound Group Plans for Telstra Wireless Telemetry Services managed via the Telstra Wireless M2M Control Centre, you get a set monthly data allowance to use towards data usage on your eligible Telstra Wireless M2M services in eligible countries (“**M2M Outbound Group Plan**”).

Eligibility

- 7.2 In order to take up an M2M Outbound Group Plan, you must have:
- a) an ABN, ACN or ARBN;



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- b) an Australian office or billing address;
- c) a Telstra Wireless Telemetry service that is managed through the Telstra Wireless M2M Control Centre; and
- d) a Telstra Wireless Telemetry service where the sending of data is automated and does not involve human intervention.

Wireless M2M Control Centre Outbound Group Plan

- 7.3 M2M Outbound Group Plans are available on month to month contracts and are subject to our agreement with you.
- 7.4 An M2M Outbound Group Plan includes a monthly included data allowance for each Telstra Wireless Telemetry Service connected. The monthly included data allowance can be shared between the Telstra Wireless Telemetry Services on the same M2M Outbound Group Plan within the same Eligible Country Region (“**Shared Data Allowance**”). The total Shared Data Allowance is the aggregate of all monthly data allowance for each Telstra Wireless Telemetry Service connected to the same M2M Outbound Group Plan within the same Eligible Country Region in a billing month. You cannot share the monthly included data allowance with Telstra Wireless Telemetry Services on a:
- a) different M2M Outbound Group Plan within the same Eligible Country Region; or
 - b) different M2M Outbound Group Plan within a different Eligible Country Region.
- 7.5 An M2M Outbound Group Plan is a Telstra Wireless M2M Plan as set out in the Telstra Wireless Machine to Machine (“M2M”) section of [Part G - Data Services, Telstra Mobiles Section of Our Customer Terms](#). However, you are not required to have a Telstra \$0 M2M Voice Plan connected to your M2M Outbound Group Plan.

Eligible Country Tiers

- 7.6 Your monthly included data allowance can be used in the countries listed in the Eligible Country Region that you select for your M2M Outbound Group Plan. You must manually preselect the Eligible Country Region for your M2M Approved device via the Telstra Wireless M2M Control Centre prior to using your M2M Approved device in that region.
- 7.7 Access to eligible countries (as set out in each Eligible Country Tier) is subject to our agreements with carrier partners and are subject to change at any time. Where possible, we will notify you if access to a country in your selected Eligible Country Tier is no longer available.



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Eligible Country Region
Eligible Country Region – Africa
Botswana, Cameroon, Egypt, Eswatini, Ghana, Guinea, Ivory Coast, Kenya, Liberia, Madagascar, Morocco, Mozambique, Rwanda, South Africa, Sudan, Tanzania, Uganda, Zambia, Zimbabwe
Eligible Country Region – Asia 1
Bangladesh, Brunei, Cambodia, China, East Timor, Fiji, French Polynesia, Hong Kong, Indonesia, Japan, Kazakhstan, Laos, Macao, Malaysia, Myanmar, Nepal, Pakistan, Papua New Guinea, Philippines, Samoa, Singapore, South Korea, Sri Lanka, Taiwan, Thailand, Tonga, Uzbekistan, Vanuatu, Vietnam
Eligible Country Region – Asia 2
Bangladesh, Cambodia, China, Fiji, Hong Kong, Indonesia, Japan, Kazakhstan, Macao, Malaysia, Myanmar, Pakistan, Papua New Guinea, Philippines, Samoa, Singapore, South Korea, Sri Lanka, Taiwan, Thailand, Tonga, Vanuatu
Eligible Country Region – Europe 1
Andorra, Armenia, Austria, Belarus, Belgium, Bulgaria, Croatia, Cyprus, Czechia, Denmark, Estonia, Finland, France, Georgia, Germany, Greece, Greenland, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Montenegro, Netherlands, North Macedonia, Norway, Poland, Portugal, Romania, Russian Federation*, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Ukraine, United Kingdom
* Russian Federation: Allow more than 24 hours for data and SMS to activate on arrival.
Eligible Country Region – Europe 2
Austria, Belgium, Bulgaria, Croatia, Czechia, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Latvia, Lithuania, Luxembourg, Malta, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, Russian Federation*, Serbia, Slovakia, Spain, Sweden, Switzerland, United Kingdom
*Russian Federation: Allow more than 24 hours for data and SMS to activate on arrival.
Eligible Country Region – Middle East
Afghanistan, Azerbaijan, Bahrain, Israel, Jordan, Kuwait, Lebanon, Oman, Palestine, Qatar, Saudi Arabia, Yemen
Eligible Country Region – New Zealand
New Zealand
Eligible Country Region – Rest of America



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Anguilla, Antigua, Argentina, Barbados, Bermuda, Bolivia, Cayman, Chile, Colombia, Costa Rica, Dominica, Ecuador, El Salvador, French Guiana, Grenada, Guatemala, Guyana, Haiti, Jamaica, Mexico, Montserrat, Nicaragua, Panama, Peru, Puerto Rico, St. Kitts and Nevis, St. Lucia, St. Vincent and The Grenadines, Trinidad and Tobago, Uruguay, Venezuela

Eligible Country Region – USA & Canada

Canada, United States of America

- 7.8 The above list of countries and Eligible Country Regions is correct as at **29 September 2025**.
- 7.9 Your M2M Outbound Group Plan can only be used in the countries listed in the relevant Eligible Country Region. If you use data in a country which is not included in your Eligible Country Region, you will be charged for that data use at the PAYG data rates of \$3.30 per MB, (charged per KB or part) (GST Incl.).
- 7.10 You can only connect one Telstra Wireless Telemetry Service to an M2M Outbound Group Plan for one Eligible Country Region. If you want an M2M Outbound Group Plan for use with your Telstra Wireless Telemetry service in a country from a different Eligible Country Region, you will need to:
- a) cancel your existing M2M Outbound Group Plan for that Telstra Wireless Telemetry service; and
 - b) purchase a new M2M Outbound Group Plan for the other Eligible Country Region for that Telstra Wireless Telemetry service.
- 7.11 Any SIM card we provide you as part of the Telstra Wireless Telemetry Service is unlocked. You must ensure that the SIM card is properly secured in your device in order to prevent any unauthorised use. You will be responsible for charges incurred as a result of any unauthorised usage of the Telstra Wireless Telemetry Service (including as a result of fraud or theft of the SIM card).

Testing Data Limit

- 7.12 The terms on testing SIM cards are set out in your agreement with us for the Telstra Wireless M2M Control Centre. For M2M Outbound Group Plans you can only use the 20 KB Testing Data Limit for testing each new SIM card before you activate the SIM card under your Telstra Wireless Telemetry Service. The 4 SMS Testing Data Limit is not available for use with M2M Outbound Group Plans.

Pricing

- 7.13 Your agreement with us sets out the pricing for the M2M Outbound Group Plans you can choose from.



Part I – Heading Overseas (International Roaming)

7.14 When calculating data volumes:

where the volume of data transferred is not a whole number of kilobytes, it is rounded up to the next kilobyte at the end of each session; and

1024 bytes = 1 kilobyte (KB) and 1024 kilobytes = 1 megabyte (MB) and 1024 MB = 1 Gigabyte (GB).

Charges for excess eligible data usage are calculated per kilobyte.

Using your Wireless M2M Control Centre Outbound Group Plans

- 7.15 You cannot connect a Telstra Wireless Telemetry Service which is connected to an M2M Outbound Group Plan, to any other pricing plan available for a Telstra Wireless Telemetry Service in the Telstra Wireless M2M Control Centre.
- 7.16 Your monthly included data allowance cannot be used for content charges, SMS or for any use while in Australia. If you use a Telstra Wireless Telemetry Service which is connected to an M2M Outbound Group Plan in Australia, you will be charged a PAYG rate of \$3.60 per MB, (charged per KB or part) (GST Incl.) for data usage.
- 7.17 Any unused monthly included data allowance expires at the end of your billing cycle and does not carry over.

Changing your Wireless M2M Control Centre Outbound Group Plans

- 7.18 You may move to another M2M Outbound Group Plan on the same, or another, Eligible Country Region available for your Telstra Wireless Telemetry Service in the Telstra Wireless M2M Control Centre at any time during a monthly billing cycle. If you do so, your Monthly Service Fee, usage and monthly included data allowance for that monthly billing cycle will not be adjusted on a pro-rata basis. Instead, your Monthly Service Fee, usage (including excess usage), monthly included data allowance, Shared Data Allowance and other charges for that monthly billing cycle will be based on the M2M Outbound Group Plan and Eligible Country Region last selected.
- 7.19 If your Telstra Wireless Telemetry Service, managed in the Telstra Wireless M2M Control Centre, is active at the start of a monthly billing cycle, you agree to pay the full Monthly Service Fee for that Telstra Wireless Telemetry Service even if it is deactivated for any period of that monthly billing cycle or retired. If you activate or reactivate your Telstra Wireless Telemetry Service during a monthly billing cycle, your Monthly Service Fee, usage and monthly included data allowance for that monthly billing cycle will be adjusted on a pro-rata basis from the first time the service was activated or reactivated in that monthly billing cycle.



Part I – Heading Overseas (International Roaming)

Cancelling your Wireless M2M Control Centre Outbound Group Plans

- 7.20 Your M2M Outbound Group Plan will continue on a month to month basis until you cancel it through your Telstra Wireless M2M Control Centre.

Wireless M2M Control Centre Data and Group Data Plans (other than the Wireless M2M Control Centre Outbound Group Plans)

- 7.21 The charges below apply to the M2M Data Plans and M2M Group Data Plans that are available with the Telstra Wireless M2M Control Centre service which are subject to our agreement with you.
- 7.22 From 1 April 2014, if international roaming is enabled on your Telstra Wireless Telemetry services which are connected to M2M Data Plans and M2M Group Data Plans and used overseas, you may not be able to access your monthly included data allowance for these plans and will be charged the following PAYG data usage and SMS roaming rates (if applicable).

M2M Data Plans and M2M Group Data Plans used with Telstra Wireless M2M Control Centre service	
Charges for PAYG roaming	\$3.30 per MB (charged in 1 kB blocks or part thereof) (GST Incl.)
Charges payable for SMS	82.5c per SMS (GST incl.)

8 Telstra IoT Global Connect– Roaming Data IoT Subscription Plans

- 8.1 This part applies if you have a Telstra IoT Global Connect Service Schedule with Telstra.
- 8.2 IoT Subscription Plans for roaming are only available for use with the Aeris IoT Accelerator platform on the terms set out in this section of Part I and Telstra IoT Global Connect Service Schedule.
- 8.3 The Telstra IoT Wireless service allows your devices to roam within selected countries when used with the Telstra IoT Global Connect service.
- 8.4 International roaming involves the temporary access to the networks of overseas telecommunications carriers to provide you with services in overseas jurisdictions. This involves the reliance on overseas carriers whose networks may operate on different frequencies and at different specifications to Telstra's networks. It also requires the provision of information and data about you, your devices and your traffic to one or more overseas telecommunications carriers, and the transmission and storage of data necessary to initiate, maintain and administer the provision of your roaming service.



Part I – Heading Overseas (International Roaming)

8.5 Therefore, you agree that:

- a) International roaming involves the use of carriers whose infrastructure is based overseas and who are subject to overseas laws in the performance of their services (which, among other things, may require or permit those carriers to handle, store and disclose data in particular ways or to particular parties (including Governments)), and we or any local Telstra entity located in that country (if applicable) are not responsible for how those laws may apply to your use of the roaming services; and
- b) we do not control the nature, quality or coverage of any particular overseas network (including without limitation the frequencies used by those networks), and do not promise that you will receive any particular level of coverage or service while roaming, or that your device will necessarily be compatible with all networks in all countries; and
- c) we reserve the right to terminate your IoT Subscription Plan if requested to do so by any overseas telecommunications carrier.

8.6 The IoT Wireless Subscription Plans are set out in the Telstra IoT Global Connect Service Schedule.

Roaming Data - IoT Subscription Plans

8.7 The IoT Subscription Plans for Telstra IoT Wireless services include a monthly data allowance for use in eligible countries depending on the Eligible Country Tier(s) you select.

8.8 An IoT Subscription Plan includes a monthly included data allowance for each connected Telstra IoT Wireless service. The monthly included data allowance can be shared between your Telstra IoT Wireless services on the same IoT Subscription Plan within the same Eligible Country Tier (“**Shared Roaming Data Allowance**”). The total Shared Roaming Data Allowance is the aggregate of the monthly data allowance for each Telstra IoT Wireless service connected to the same IoT Subscription Plan within the same Eligible Country Tier in a billing month. For the avoidance of doubt monthly included data allowances on different IoT Subscription Plans cannot be shared.

Eligible Country Tiers

8.9 Your monthly included data allowance can be used in the countries listed in the Eligible Country Tier.

8.10 Access to eligible countries (as set out in each Eligible Country Tier) is subject to our agreements with carrier partners and are subject to change at any time. Where possible, we will notify you if access to a country in your selected Eligible Country Tier is no longer available.



Part I – Heading Overseas (International Roaming)

- 8.11 Your IoT Subscription Plan can only be used in the countries listed in the Eligible Country Tiers you have selected.
- 8.12 Any SIM card we provide you as part of the Telstra IoT Wireless Service is unlocked. You must ensure that the SIM card is properly secured in your device to prevent any unauthorised use. You are responsible for charges incurred as a result of any unauthorised usage of the Telstra IoT Wireless service (including as a result of fraud, loss theft, or any other unauthorised use of the SIM card).
- 8.13 Eligible Country Tiers

Eligible Country Region
Eligible Country Region – Africa
Botswana, Cameroon, Egypt, Eswatini, Ghana, Guinea, Ivory Coast, Kenya, Liberia, Madagascar, Morocco, Mozambique, Rwanda, South Africa, Sudan, Tanzania, Uganda, Zambia, Zimbabwe
Eligible Country Region – Asia 1
Bangladesh, Brunei, Cambodia, China, East Timor, Fiji, French Polynesia, Hong Kong, Indonesia, Japan, Kazakhstan, Laos, Macao, Malaysia, Myanmar, Nepal, Pakistan, Papua New Guinea, Philippines, Samoa, Singapore, South Korea, Sri Lanka, Taiwan, Thailand, Tonga, Uzbekistan, Vanuatu, Vietnam
Eligible Country Region – Asia 2
Bangladesh, Cambodia, China, Fiji, Hong Kong, Indonesia, Japan, Kazakhstan, Macao, Malaysia, Myanmar, Pakistan, Papua New Guinea, Philippines, Samoa, Singapore, South Korea, Sri Lanka, Taiwan, Thailand, Tonga, Vanuatu
Eligible Country Region – Europe 1
Andorra, Armenia, Austria, Belarus, Belgium, Bulgaria, Croatia, Cyprus, Czechia, Denmark, Estonia, Finland, France, Georgia, Germany, Greece, Greenland, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Montenegro, Netherlands, North Macedonia, Norway, Poland, Portugal, Romania, Russian Federation*, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Ukraine, United Kingdom



Part I – Heading Overseas (International Roaming)

* Russian Federation: Allow more than 24 hours for data and SMS to activate on arrival.
Eligible Country Region – Europe 2
Austria, Belgium, Bulgaria, Croatia, Czechia, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Latvia, Lithuania, Luxembourg, Malta, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, Russian Federation*, Serbia, Slovakia, Spain, Sweden, Switzerland, United Kingdom
* Russian Federation: Allow more than 24 hours for data and SMS to activate on arrival.
Eligible Country Region – Middle East
Afghanistan, Azerbaijan, Bahrain, Israel, Jordan, Kuwait, Lebanon, Oman, Palestine, Qatar, Saudi Arabia, Yemen
Eligible Country Region – New Zealand
New Zealand
Eligible Country Region – Rest of America
Anguilla, Antigua, Argentina, Barbados, Bermuda, Bolivia, Cayman, Chile, Colombia, Costa Rica, Dominica, Ecuador, El Salvador, French Guiana, Grenada, Guatemala, Guyana, Haiti, Jamaica, Mexico, Montserrat, Nicaragua, Panama, Peru, Puerto Rico, St. Kitts and Nevis, St. Lucia, St. Vincent and The Grenadines, Trinidad and Tobago, Uruguay, Venezuela
Eligible Country Region – USA & Canada
Canada, United States of America

- 8.14 Your Telstra IoT Wireless Service can only be used in the countries listed in the relevant Eligible Country Region. If you use data in a country which is not included in your Eligible Country Region, you will be charged for that data use at the PAYG data rates of \$3.30 per MB, (charged per KB or part) (GST Incl.).