



INTERNATIONAL FREQUENT TRAVELLER DATA PLANS

INFORMATION ABOUT THE SERVICE

International Frequent Traveller Data Plans give eligible Telstra Account Managed Post-Paid mobile and Telstra Mobile Broadband® (excluding BigPond® Mobile Broadband) customers a monthly allowance towards data usage in selected countries (**Monthly Data Allowance**).

You can use your Monthly Data Allowance in the following countries:

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 Caledonia	New Zealand	Norway
Papua New Guinea	Philippines	Portugal
Russia	Saudi Arabia	Singapore
Slovak Republic	South Africa	South Korea
Spain	Sweden	Switzerland
Taiwan	Thailand	Turkey
United Arab Emirates	United Kingdom	USA
Vanuatu	Vietnam	

The list of selected countries is correct as at September 2014 but may change from time to time. You can view the current list at telstra.com/internationalroaming

To find out whether your device will be compatible in the destinations you are visiting go to telstra.com/info/roaming

Availability

International Frequent Traveller Data Plans are available for eligible customers with a 10 digit account number.

International Frequent Traveller Data Plans are not available to customers 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.

The Monthly Data Allowance isn't compatible with the international roaming allowance included in the All-4-Biz Mach II \$150 Mobile Plan. If you're on this plan, and you take up an International Frequent Traveller Data Plan, you won't be able to use the international roaming allowance included in your All-4-Biz Mach II \$150 Mobile plan.

Minimum term

Your plan will be for a minimum term of 6 months and early termination charges may apply if you cancel early.

What's included

You can use your Monthly Data Allowance towards data usage in selected countries.

Data usage is the amount of data you use (ie upload and download) accessing the internet. If you're not sure how much data you might need, then use the Data Usage Calculator to help you estimate your data usage needs at telstra.com/business/mobiledatacalc

What's not

Your Monthly Data Allowance can't be used for:

- data usage in destinations not covered by your International Frequent Traveller Data Plan
- data usage in Australia
- content charges such as apps, movies or songs; or
- voice calls, SMS or MMS fees using international roaming.

You must pay for this usage separately.

INFORMATION ABOUT PRICING

Minimum monthly charge	Monthly data allowance
\$29	200MB
\$85	600MB
\$160	1.2GB
\$350	3GB

Any unused Monthly Data Allowance expires each month.

You'll also be charged excess data costs of **\$3** per MB (charged per KB or part thereof) for any usage that exceeds your Monthly Data Allowance.

This rate is correct as at September 2014 and may change from time to time. You can find our current rates at telstra.com/internationalroaming

Early Termination Charge

You may terminate your plan at any time during your plan term. However if you do so, we may charge you an Early Termination Charge (ETC). Your ETC will be calculated according to the following formula:

$$\text{Monthly fee} \times \text{number of months (or part thereof) remaining in your minimum term} \times 90\%$$

If you cancel your plan before the minimum term, we may charge you an early termination charge calculated as 90% of the monthly charges for the months (or part thereof) remaining in your plan.

OTHER INFORMATION

Important information about your first bill

When you first start your plan part way through a billing period, your first bill will include your minimum monthly charge in advance. It will also include a proportion of your minimum monthly charge based on the number of days left in the billing period. You'll receive a full month's data allowance.

Usage alerts and spend management tools

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

You'll also receive SMS alerts when you use 50%, 85% and 100% of your data plan 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.

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

Using your service overseas

The cost of using your service overseas is much higher than in Australia.

To help estimate how much data you will need to use while you're overseas, go to telstra.com/internationalroaming

Here are the main charges that apply:

- **calls and SMS while overseas** – for call and SMS rates, see telstra.com/business/overseas
- **data while overseas** – \$3 per MB (charged per KB or part thereof).

Before you travel overseas

- For information about using your service overseas and other tips to help you stay in control of your costs, visit telstra.com/business/overseas
- If you would like to de-activate international roaming, please call us on 13 2000.

We're here to help

You'll find more information at telstra.com/business. If you have questions about your bill, technical support service or connection, please call us on 13 2000 or 1800 808 981 (TTY) while in Australia.

To report technical issues while overseas, you can call our 24/7 International Roaming Helpdesk free of charge from a Telstra mobile service on **+61 439 12 5109**.

When in Australia, you can call the International Roaming Helpdesk on 125 109 free of charge from your Telstra mobile.

Complaints or disputes

If you need to make a complaint you can:

- call 13 2000 and say "complaint"
- call your Account Representative if you have one
- visit telstra.com/business/complaints

Further investigation

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 go online at tio.com.au/about-us/contact-us

This is a summary only – the full legal terms for this plan are contained in your agreement with Telstra including Our Customer Terms, which is available at telstra.com.au/customer-terms/