



INTERNATIONAL ROAMING VOICE PLANS

INFORMATION ABOUT THE SERVICE

International Roaming Voice Plans give eligible Telstra Account Managed Post-Paid mobile customers:

- a monthly allowance to use towards voice calls made and received and SMS messages sent in all international destinations (**Monthly Call Allowance**)
- an ongoing discount per month on all voice calls made and received and SMS messages sent in the following international destinations (**Discount**):

Canada	China	Fiji
France	Germany	Hong Kong
Indonesia	Italy	Japan
Malaysia	New Zealand	Philippines
Singapore	South Africa	Thailand
UK	United Arab Emirates	USA

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/business/irvoiceplans

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

Availability

International Roaming Voice Plans aren't available to customers on a \$150 or \$180 Telstra Business Mobile PLUS plan.

The Monthly Call Allowance and Discount 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 Roaming Voice 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

Casual. There is no fixed or minimum term.

Your International Roaming Voice Plan will continue on a month to month basis until you cancel it.

What's included

You can use your Monthly Call Allowance towards voice calls made and received, and SMS sent, in all international destinations. You can use your Discount for voice calls and SMS in selected international destinations.

What's not

Your Monthly Call Allowance can't be used for:

- voice calls and SMS messages in Australia
- content charges such as ring tones, apps, songs or movies; or
- data, video and satellite calls or MMS using international roaming.

You must pay for this usage separately.

INFORMATION ABOUT PRICING

Plan	Minimum monthly charge	Monthly call allowance	Discount
\$15 Voice Plan per month	\$15	\$10	10%
\$100 Voice Plan per month	\$100	\$90	20%

Any unused Monthly Call Allowance expires each month.

The cost of using your service overseas may differ depending on the country you are visiting.

For current international call and SMS rates see telstra.com/business/overseas

Your Monthly Call Allowance will be consumed at these rates. You'll also be charged at these rates for any usage that exceeds your Monthly Call Allowance, less the Discount.

Early Termination Charge

There's no early termination charge.

OTHER INFORMATION

Import 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.

Your Monthly Call Allowance for that billing period will be pro-rated according to the days your plan was active in that month.

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 monthly call allowance.

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 our 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 your Telstra Post-Paid 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 Post-Paid 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 and Our Customer Terms which is available at telstra.com.au/customer-terms/