

# International Day Pass



## Critical Information Summary

This summary may not reflect any discounts or promotions which may apply from time to time

International Day Pass	\$5/day (AEST)	\$10/day (AEST)
<b>Roaming Calls + SMS + MMS</b> For use while overseas	Unlimited Calls + SMS MMS - 75c per recipient per message	
<b>Roaming Data Allowance</b> For use while overseas	200MB/day	
<b>Expiry</b>	Expires daily (AEST)	
<b>Excess Data Charge</b>	\$10/500MB - valid for 31 days	
<b>Eligible Roaming Destinations</b>	New Zealand	Argentina, Austria, Bangladesh, Belarus, Belgium, Brazil, Brunei, Bulgaria, Cambodia, Canada, Chile, China, Colombia, Croatia, Cyprus, Czech Republic, Denmark, Ecuador, Egypt, Estonia, Fiji, Finland, France, Germany, Greece, Guatemala, Hong Kong, Hungary, India, Indonesia, Ireland, Israel, Italy, Japan, Laos, Latvia, Lithuania, Luxembourg, Macau, Macedonia, Malaysia, Mexico, Nauru, Netherlands, New Zealand, Norway, Papua New Guinea, Philippines, Poland, Portugal, Qatar, Romania, Russia, Saudi Arabia, Serbia, Singapore, Slovak Rep., Slovenia, Solomon Islands, South Africa, South Korea, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Turkey, Ukraine, UAE, UK, USA, Uruguay, Vanuatu, Vietnam

## Information about the service

This service allows you to make and receive unlimited standard voice calls and SMS, and includes a data allowance to use in eligible destinations.

A Day Pass charge is automatically applied when you use your services overseas in eligible destinations. Usage includes making or receiving a call, sending an SMS or using mobile data.

### Availability

The International Day Pass is available to you as a Telstra Consumer or Small Business Post-Paid Mobile customer. The International Day Pass is not available for any services on the following plans:

- Mobile plan \$129, Mobile Lease plan \$129, Mobile BYO \$89, Ultimate Mobile plan \$199, Ultimate Mobile Lease plan \$199, Go Mobile Plus (or Swap) Plans \$129 or above, My Business Mobile (or Lease) Plans \$129 or above, Premium Mobile Plus, Premium Mobile Plan, Premium Swap Plan, My Business Premium Lease Plan, My Business Premium Mobile Plan, Business Premium Mobile Plan, Corporate Mobile Plus, Enterprise Fleet Plan, Business Fleet Plus, Business Fleet Connect, and any other plans or offers that include an International Roaming allowance.

### What's not included

- Usage over 200MB of data
- Usage in Australia, on airplanes or cruise ships
- MMS (Event Fees), video calls or calls to non-standard numbers (satellite numbers, premium numbers and operator assisted calls)
- Content charges (including third party charges)
- Calls, SMS and data usage in destinations not covered by your International Day Pass.

Calls and SMS will be charged at international roaming rates (see [telstra.com.au/international-roaming/availability-pricing/post-paid](https://telstra.com.au/international-roaming/availability-pricing/post-paid)) and data at \$3 per MB (charged per KB or part). You must pay for this usage separately.

Visit [telstra.com.au/overseas](https://telstra.com.au/overseas) for information on rates.

### What's included

- Unlimited calls and text to standard international numbers
- 200MB of data per day (based on AEST time) after which will be charged at \$10 per 500MB, valid for 31 days, for usage in Eligible Destinations).

All for use from eligible destinations.

Use the Data Usage Calculator at [telstra.com.au/info/roaming](https://telstra.com.au/info/roaming) to help estimate your data usage needs overseas.

## Information about pricing

International Day Passes are available for use each day but you're only charged when you use your service overseas in an eligible country. Each day a service is used in an eligible destination, \$5 or \$10 will be charged to your account and the inclusions listed in the table above will be available for use that day (AEST). Unused data expires at the end of each day (AEST).

If you cancel your International Day Pass or deactivate roaming during that day, you'll still be charged the Day Pass charge for that day.

### Bill Payment Charges

- Paperless bills and electronic payments – Free
- Paper bills – \$2.20/mth
- Payments made in person or by mail – Extra \$1.00
- Set up Email Bill at [telstra.com/emailbill](https://telstra.com/emailbill)

Some exemptions may apply. For details, visit [telstra.com/billpay](https://telstra.com/billpay). To set up Direct Debit or for details on other bill payment options, visit [telstra.com/billpay](https://telstra.com/billpay)

### 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/roaming](https://telstra.com/roaming) and for Telstra Business customers visit [telstra.com/business/overseas](https://telstra.com/business/overseas)

If you would like to activate or deactivate International Roaming, you can do so online via My Account or the Telstra 24x7@ App. Alternatively call, even when travelling, free from your Telstra mobile, on +61 439 12 5109.

## Other Information

### How can I monitor and manage my usage

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/manageirusage](https://telstra.com/manageirusage)

### FairPlay Policy

You must comply with our FairPlay Policy and not use your service in an unacceptable, unreasonable or fraudulent manner, or in a way that detrimentally interferes with the integrity of, or causes significant congestion to, the network. We may take action if you breach the FairPlay Policy, including suspending or cancelling your service.

### Need help? We're here for you.

Visit [telstra.com/contactus](https://telstra.com/contactus) for our support options. Call 13 22 00 or 133 677 (TTY), or +61 439 12 5109 from overseas, to speak to someone about your plan or to obtain a copy of this summary in an alternative /accessible format.

### Complaints

If there's something you're not happy with and you wish to make a complaint, visit [telstra.com/complaints](https://telstra.com/complaints). We like to make every attempt to resolve any issue but you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit [tio.com.au/about-us/contact-us](https://tio.com.au/about-us/contact-us) if you'd like an independent investigation.

This is a summary only. The full legal terms for this plan are available at [telstra.com/customer-terms](https://telstra.com/customer-terms)