

Critical Information Summary

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



International Frequent Traveller Data Plans

Information about the service

International Frequent Traveller Plans (previously called International Roaming Data Plans) are no longer available to customers with a 13-digit account number. If you cancel your International Frequent Traveller Plan, you will not be able to take up a new Plan.

International Frequent Traveller Plans give eligible Telstra Post-Paid mobile, Telstra Mobile Broadband Freedom® (excluding BigPond® Mobile Broadband) and Telstra Tablet Plan 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 Zealand	Norway	Papua New Guinea
Philippines	Portugal	Russia
Saudi Arabia	Singapore	Slovak Republic
South Africa	South Korea	Spain
Sweden	Switzerland	Switzerland
Thailand	Turkey	United Kingdom
United Arab Emirates	USA	Vanuatu

The list of selected countries is correct as at May 2017 but may change from time to time. You can view the current list at telstra.com.au/roamingpacks

To find out whether your device will be compatible in the destinations you are visiting go to telstra.com.au/ir-connection

Availability

International Frequent Traveller Data Plans aren't available to new customers with a 13-digit account number from 7 April 2013.

Minimum Term

Casual. There is no fixed or minimum term. Your International Frequent Traveller Data Plan will continue on a month-to-month basis until you cancel it.

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.au/info/roaming

What's not

Your Monthly Data Allowance can't be used for:

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

You must pay for this usage separately.

Information about pricing

Monthly Recurring Fee	Included Allowance
\$29	40MB
\$85	120MB
\$160	240MB
\$350	600MB
\$550	1GB
\$1,050	2GB
\$1,800	4GB

Any unused Monthly Data Allowance expires at the end of each billing month.

You'll be charged at the rate of **\$15.36** per MB (**1.5¢** per KB) for any usage that exceeds your Monthly Data Allowance.

Other information

Billing

If you take-up your International Frequent Traveller Data Plan part-way through a billing month, your plan charge and Monthly Data Allowance for that month will be pro-rated according to the days your plan was active in that month. You need to have your International Frequent Traveller Data Plan for at least one full billing month to get the full benefit of your plan.

Using your service overseas

The cost of using your service overseas is much higher than in Australia, as you're using a network provided by a carrier that we've partnered with, who charges us for your use of their network.

To help you estimate how much data you might need to use while you're overseas go to telstra.com.au/info/roaming

If you're travelling overseas, you can set up international roaming online at telstra.com.au/ir-connection.

We're here to help

If you have any questions about your offer, technical support, service or connection please log onto telstra.com which includes 24/7 live chat support. Alternatively, please call us on 13 2200 or our Disability Enquiry Hotline on 1800 068 424 (voice) and 133 677 (TTY).

To report technical issues while overseas, you can call Telstra's 24/7 International Roaming Helpdesk by calling +61 439 12 5109. You will be charged a flat fee of **22.73¢** GST-free for calls to this number from your Telstra Post-Paid mobile while roaming overseas. If you call the International Roaming Helpdesk from a non-Telstra device or telephone service you will incur normal international telephone charges.

When in Australia, you can call the International Roaming Helpdesk on 12 5109. You will be charged a flat fee of **25¢** (GST incl.) for calls to this number from your Telstra Post-Paid mobile.

Complaints or disputes

If you have a problem or complaint about your service, go to telstra.com/complaints where you'll find full contact details and information about how to resolve it.

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/customer-terms