International Roaming allows you to access mobile services on your device while overseas.
HEADING OVERSEAS?

You’ll want to take your mobile, tablet or mobile broadband device, of course. This guide will help you get ready to ‘roam’ while you’re away and stay in control of your communications costs. Have a quick read now – then take this with you when you go.
Getting started
First, you’ll want to make sure International Roaming is available where you’re going. We can get you connected in more than 190 countries. However, it’s worth double-checking that your mobile phone or broadband device will work on our overseas partners’ networks too.
You can check all this info on our Itinerary Builder at telstra.com.au/roaming

Keeping on top of your costs
Your standard mobile plan or mobile data plan won’t include any allowance for making and receiving calls, data usage, MessageBank®, SMS and MMS while you’re overseas. So, before you go anywhere with your mobile, you should make sure you understand the rates and costs you may incur.
Our International Roaming charges are set out in full under Availability and Pricing, which you can check online at telstra.com.au/roaming or at your Telstra store.
Remember when you’re overseas, you’re also charged to receive calls. All International Roaming charges are GST free.

Is your mobile ready to go?
Remember to activate International Roaming at least three business days before you take off.
If your account has been active for less than 6 months or has an outstanding bill for more than 60 days we may require an upfront $300 advanced payment.
• For a personal account, visit telstra.com/overseas or call 12 5109.
• For a business account, visit telstra.com/business/overseas or call 13 2000.
• For an Enterprise & Government account, call your customer care team on 1800 730 053.
If you’re already overseas and you need to contact us, call +61 439 125 109 from a Telstra service or from another phone if your phone is not working. Calls to +61 439 125 109 from overseas are free of charge from a Telstra service.

One more thing
Make sure you check and remove any international call barring on your service before you leave. Call barring can restrict your International Roaming access and you won’t be able to use your mobile service overseas. Give us a call to check the status of your call barring.
Notifications and monitoring your usage

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.

If you have an International Casual Traveller Data Pack, International Frequent Traveller Data Plan or an International Roaming Voice Plan you’ll also receive SMS alerts when you use 50%, 85% and 100% of your included allowance. For any data usage used outside of your data pack or plan allowance, we’ll send you SMS alerts every time you use more than $100 of ‘pay-as-you-go’ data if you are a Consumer or Business customer, and every time you use more than $300 of ‘pay-as-you-go’ data if you are an Enterprise and Government customer.

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

If you’re a Business customer visit telstra.com/business/manageirusage

Make international data work for you

With International Roaming, you’ll be able to access mobile data services for your mobile, tablet or mobile broadband device through our overseas roaming partners.

Before you go anywhere, double check that an International Roaming data service is available in the countries you’ll be visiting.

International Roaming data charges, especially at casual pay-as-you-go data rates, can be expensive. Depending on your needs, you may want to consider the following options to help you stay in control of your data costs:

• calling 125 8888 from your Telstra Pre-Paid mobile, and following the prompts
• using SMS recharge with your previously set up recharge PIN, SMS the recharge amount (space) and your 4-digit PIN to 125 8885.
• buying an International Casual Traveller Data Pack for better value on your overseas data usage. These Data Packs are not compatible with BigPond Mobile Broadband

Pre-Paid

If you have a Telstra Pre-Paid service International Roaming is automatically activated.

When roaming overseas it’s free to check your balance and recharge your Pre-Paid services by:

• visiting m.telstra.com from your internet capable Telstra mobile, tablet or Pre-Paid broadband device
• dialling # (1) 0 (0) # from your Telstra mobile. Press send to see the menu, and follow the prompts

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• dialling # (1) 0 (0) # from your Telstra mobile. Press send to see the menu, and follow the prompts
• if you’re using a Wi-Fi connection, your device may automatically switch to roaming if the Wi-Fi signal is lost and you will begin to be charged International Roaming rates.

For more info see telstra.com/overseas (personal account) or telstra.com/business/overseas (business account).

Keeping data usage costs down
For a one-off charge, International Casual Traveller Data Packs give eligible Telstra Post-Paid mobile and Telstra Mobile Broadband Explorer (excluding BigPond® Mobile Broadband) customers an allowance towards data usage in selected countries for 30 days.

<table>
<thead>
<tr>
<th>Once off charge</th>
<th>Included allowance</th>
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<tbody>
<tr>
<td>$29</td>
<td>100MB</td>
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<tr>
<td>$85</td>
<td>300MB</td>
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<tr>
<td>$160</td>
<td>600MB</td>
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<td>$350</td>
<td>1.5GB</td>
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Visit telstra.com.au/roamingpacks for further information including current destinations supported in the data pack.

Business customers are also eligible for International Frequent Traveller Data Plans which include double the allowance of the data packs and are available from telstra.com/business/irdataplans

Using BigPond® Mobile Broadband overseas
• International Roaming is automatically bestowed on all BigPond Mobile Broadband services activated from 21 June 2010.

• Your BigPond mobile broadband plan does not include data for use overseas, so you’ll be charged separately for this usage.

• If you would like International Roaming deactivated, just call us on 13 POND (13 7663) or +61 2 9242 0213 from overseas. This is a free call from a Telstra service.

• BigPond unmetered sites are only unmetered when accessed from within Australia. If viewing while overseas, charges will apply.

• BigPond customers will receive email alerts to @bigpond.com addresses every time they 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/manageirusage

• Still unsure of something? Check out telstra.com/overseas for extra info.

Connecting once you’ve arrived
When you reach your destination, just turn on your device and it should automatically connect to the local carrier’s network. (Note: in some destinations this may take up to ten minutes.)
Making calls and sending messages

When you’re on International Roaming, you’ll need to use the international dialling format every time you dial:

International access code  Country code  Area code  Phone number

However, when you’re calling from your mobile, you don’t actually need to know the local International Access Code.

You can just enter + followed by the country code and number.

To call an Australian fixed line while overseas:

+ 6 1  Area code without the leading 0  Phone number

for example, to call (02) 9242 0213 from any country, you’d dial +61 2 9242 0213.

To call an Australian mobile while overseas:

+ 6 1  Mobile number without the leading 0

for example, to call 0439 125 109 (that’s us) from any country, you’d dial + 61 439 125 109.

To call a local fixed line within the country you’re visiting:

Local area code  Phone number
dialling the local number in international format will also work.

To call a local mobile within the country you’re visiting:

Mobile number

for example, dial the number as you would if you had a local mobile account.

To call a fixed line in any other country:

+ Country code  Area code without the leading 0

Phone number

To call a mobile in any other country:

+ Country code  Mobile number

If you save all your contacts with a + and their appropriate country code, they’ll work whether you’re in Australia or overseas.

Receiving calls and sending messages

People in Australia can dial your mobile number normally and the call will be forwarded to you as calls received or an SMS will be sent.

The caller will pay their normal mobile call rate. You will be billed to receive calls at the International Roaming rate.

People in other countries will need to dial your mobile using the Australian country code – even if they’re in the same country as you.

Using MessageBank®

If you already have MessageBank set up, you’ll still get your SMS notifications from MessageBank while overseas, just like you receive them in Australia.

To listen to your messages, just follow the instructions in the SMS and dial 1 0 1 or # 1 0 1 #

(Note: # 1 0 1 # is not available on Pre-Paid mobiles.)

Using Voice2Text™

If you have a Voice2Text plan for your mobile, you’ll keep getting your Voice2Text notification messages while you’re using International Roaming.
Troubleshooting tips

Just stepped off the plane and you can’t log on to a local network? It may take up to ten minutes for your device to find a local network.

As long as you’ve enabled International Roaming and switched off any international call barring before you left Australia, here’s what to try:

1. check for network signal strength on your phone’s display
2. check that your phone’s network mode and network selection are set to ‘Automatic’
3. clear any call forwarding or call barring settings that might be blocking your calls
4. make sure you’re using the right dialling codes for your national and international calls.

If your phone’s still not connecting, try turning it off for a few seconds, then back on.

If none of that works, you may need to call us on +61 439 125 109 (free of charge from Telstra Post-Paid/Pre-Paid mobile service) – we’re here to help 24/7.

If your device is lost or stolen

Firstly, make sure your SIM card and mobile device are both protected with a PIN while you’re overseas.

Then, if your SIM card or mobile is lost or stolen, call us immediately so we can block the device and limit your responsibility for any unauthorised usage.

- For Telstra SIMs and devices, call +61 439 125 109.
- For BigPond devices, call +61 2 9242 0213.

Emergency services

You can call the local emergency services from any mobile phone, as long as you have a GSM signal and some battery charge.

Dial 1 1 2

You don’t need to have International Roaming activated, or even have a SIM card in your phone.

Billing delays

As your roaming usage and charges need to be processed by the overseas carriers first, then billed to us, it can take up to three months from your last International Roaming call before all the costs appear on your Telstra bill.

Advance payment

If an advance payment is required to activate International Roaming, the payment will offset any outstanding charges and the remainder will appear as a credit on future bills.

Things you need to know

We update our offers regularly. Please check telstra.com/overseas for our latest plans. While we do our best to make sure you can access similar services to those in Australia while you’re overseas, International Roaming services depend on the capabilities and coverage of our International Roaming partners and may change from time to time.