TELSTRA PREPAID INTERNATIONAL ROAMING

Go overseas. Stay under budget

WHAT YOU NEED TO KNOW

Our Pre-Paid International Roaming Packs allow you to keep in touch while overseas. They are just the ticket if you're going on a budget-style holiday and they are available for use across 38 eligible countries.

Check out our Pre-Paid International Roaming Packs online for options, pricing and inclusions and choose the right pack for your itinerary

Our Pre-Paid International Roaming Packs include a combination of data, SMS/MMS and call allowances

Before you fly
- Download the My Telstra App from your App Store or Google Play
- Sign in with your Telstra ID. If you don't have one, you can register for a Telstra ID
- Get started using the App to manage your services and get the help you need, when you need it

Easy to buy. Easy to use.
- It's easy to buy a Telstra Pre-Paid International Roaming Pack
- When you arrive at your destination, purchase a Pack in the My Telstra App
- Your International Roaming will start working immediately

Note: Please remember that your Pre-Paid International Roaming Pack is triggered from the day you purchase it and will expire on its expiry date

Need more data?
If you need more data, simply purchase another pack in the My Telstra App. You can use multiple packs simultaneously. All packs will be activated immediately, and you will use inclusions from the pack with the earliest expiry first.

For further information, including our Pre-Paid International Roaming Packs and Eligible destinations, visit:
https://telstra.com/prepaidroam

HOW TO

Purchase a Pre-Paid International Roaming Pack:
My Telstra App
- Connect your phone to Wi-Fi
- Open the App, select the service you will add the pack to and select Recharge
- Select credit card/PayPal or voucher
- Select Extras - International Roaming Packs are not a main recharge
- Select the International Roaming Pack that best suits you
- Enter your card/voucher details and then click to confirm and pay

Note: If you cannot connect to Wi-Fi, switch Wi-Fi off and your phone will connect to an overseas mobile network. Use the My Telstra App and follow the steps above

Online
- Go to https://recharge.telstra.com.au/ and select credit card, PayPal or voucher
- Select Extras - International Roaming Packs are not a main recharge
- Select the International Roaming Pack that best suits you
- Enter your card details/12-digit voucher number and click to confirm and pay

Note: For your security, the https://recharge.telstra.com.au/ website will not work overseas when you are connected to Wi-Fi or using a laptop/tablet/any device that is not your mobile phone

By Phone (voucher only)
Dial +61 439 12 5109 for help to purchase a pack for your service

Register for a Telstra ID - follow the steps on the page
https://myid.telstra.com/register/#/

Check your International Roaming usage
- Sign in to the My Telstra App and go to the Services tab
- Select your Service to view your usage in more detail

You can also perform these actions via the My Telstra website:
https://www.myservices.telstra.com.au

Access MessageBank while overseas via SMS Call Back
- Text 'M' to +61101 - this is a free SMS
- You will then receive a call from MessageBank (+61 418 707 101)
Retrieving/listening to messages will activate charges

Avoid unwanted roaming costs
- Make use of Wi-Fi whenever possible
- Disable any unnecessary automatic app updates, background data usage and location services
- Switch data roaming off when not in use and toggle it on to make a call or access the internet

To learn more about avoiding roaming costs, visit https://www.telstra.com.au/overseas

IMPORTANT NUMBERS AND LINKS

Chat with us in the My Telstra App:
24 hours, 7 days a week
1. Sign in to the My Telstra App and go to the Get Help tab
2. Select Message Us and you'll get a notification when we've replied

Call us while you are overseas on +61439125109
8am-7pm AEST Monday to Friday
All calls are toll-free if made using a Telstra service

Schedule a Callback:
www.telstra.com/scheduleacallback

Book a store appointment:
www.telstra.com/bookastoreappointment

Get multilingual support:
www.telstra.com.au/contact-us/multilingual-services

KEY QUESTIONS

Which phone services will use up my Pre-Paid International Roaming allowances?
Voice allowance:
- Incoming and outgoing calls to eligible international roaming destinations and Australia
- Retrieving messages from MessageBank

Messaging allowance: Sending/receiving SMS
Data and messaging allowance: Sending MMS
Data allowance: Receiving MMS and data usage including background data usage

Can I roll over unused data, call or message allowances?
No. Your allowances will expire on the pack's expiry date

Can I set up auto recharge on my Telstra Pre-Paid International Roaming Pack?
No, auto recharge is not available. Once your pack reaches its expiry date, or you use up your data, voice and message allowances, simply buy another through the My Telstra App

What is an eSIM?
- eSIM (short for embedded SIM) is a digital SIM that's built into your device. eSIM allows you to connect to the Telstra network in minutes as you don't need a physical SIM card
- eSIM allows you to add a secondary number so you can juggle work and personal life on one device

I have a Pre-Paid service. Will I lose my credit if I change to eSIM?
No, you will not lose your Pre-Paid credit if you switch to eSIM

What if I have multiple SIMs on my device?
Please ensure that you select the service you wish to use overseas and disable any services you do not wish to incur roaming charges. For further information on dual-sim, please refer to your device manufacturer's instructions