

INTERNATIONAL CASUAL TRAVELLER DATA PACKS

INFORMATION ABOUT THE SERVICE

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

You can use your 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 Caledonia	New Zealand	Norway
Papua New Guinea	Philippines	Portugal
Russia	Saudi Arabia	Singapore
Slovak Republic	South Africa	South Korea
Spain	Sweden	Switzerland
Taiwan	Thailand	Turkey
United Arab Emirates	United Kingdom	USA
Vanuatu	Vietnam	

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/internationalroaming

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

Availability

International Casual Traveller Data Packs are not available to customers on a \$150 or \$180 Telstra Business Mobile PLUS plan and any other plan where you are eligible for an International Roaming Discount or if you have an International Roaming Data Group Plan.

The Data Allowance 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 Casual Traveller Data Pack, you won't be able to use the international roaming allowance included in your All-4-Biz Mach II \$150 Mobile plan.

Minimum term

Your International Casual Traveller Data Pack expires 30 days after the date you purchase it and any unused Data Allowance will expire at this time.

You can't cancel your International Casual Traveller Data Pack once you've purchased it.

What's included

You can use your Data Allowance towards data usage in selected countries for 30 days.

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/business/mobiledatacalc

What's not

Your Data Allowance can't be used for:

- data usage in destinations not covered by your International Casual Traveller Data Pack
- data usage in Australia
- content charges such as apps, movies or songs; or
- voice calls, SMS or MMS fees using international roaming.

You must pay for this usage separately.

INFORMATION ABOUT PRICING

Once-off data pack charge	Data allowance
\$29	100MB
\$85	300MB
\$160	600MB
\$350	1.5GB

Any unused Data Allowance expires after 30 days. For any usage that exceeds your Data Allowance you will be charged \$3 per MB (charged per KB or part thereof).

These rates are correct as at September 2014 and may change from time to time. You can find our current rates at telstra.com/internationalroaming

OTHER INFORMATION

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 data pack allowance. For any data used outside of your allowance, we will send you SMS alerts every time you 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/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

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 1800 808 981 (TTY).

To report technical issues while overseas, you can call our 24/7 International Roaming Helpdesk free of charge from a Telstra 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 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 including Our Customer Terms, which is available at telstra.com.au/customer-terms/