



# Critical Information Summary – Mobile international roaming pack

## Information about pricing

### Set-up fee

There is no set-up fee for this service.

### Equipment fees

No additional equipment is required for this add-on service.

### Exit fee

There are no exit fees for this service.

### Other possible charges

**PAYG Charges:** If you visit one of the PAYG countries you will be charged for every call and every MB of data used, as per PAYG rates above.

**Additional Data:** If you visit one of the 60 included countries/territories you will be charged per MB for additional data as per PAYG rates above.

**MMS** charges will apply for all countries, as per PAYG rates above.

## Other information

### Usage

You can check your usage via the [My Aussie](#) portal, which is also available as a free app via Apple or Android. You will receive notifications by SMS to your device when you hit 50%, 85% and 100% usage. Please note there can be a 48-hour delay between when you use data and when it is recorded on our usage website, so you should not rely on these notifications.

### Important note

If you are in any doubt, we would recommend you disable international roaming and purchase a local SIM from the country you are visiting. It is your responsibility to keep a close eye on your roaming charges when overseas.

## Customer service

We have an all-Australian based team who can help you with any technical support, account or sales questions.

Just give us a call on 1300 880 905, or lodge a fault via MyAussie. Our support hours are constantly expanding – please check our website for our current hours. While overseas contact us on +61351650000.

## Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see <https://www.aussiebroadband.com.au/lodge-a-complaint/>.

## Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at [tio.com.au/making-a-complaint](http://tio.com.au/making-a-complaint).

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