

# Critical Information Summary – Mobile international roaming pack

**Service to be provided:** This is a Pay As You Go service allows you to make and receive calls while overseas.

PAYG rates		Zone 1	Zone 2	Other (Sat, Aero & Marine)
Data Usage	Per 1 MB	\$1.00	\$1.00	\$15.50
Make/Receive Voice Calls	Per 1 Min	\$1.50	\$1.50	\$4.00
Make/Receive Video Calls	Per 1 Min	\$1.50	\$1.50	\$4.00
Send SMS (per 160 characters)	Per SMS	\$0.50	\$0.50	\$1.00
Receive SMS	Per SMS	\$-	\$-	\$-
MMS (to all national/international, standard)* Standard domestic MMS rate + Data	Per MMS	\$1.00/per MB	\$1.00/per MB	\$15.50/per MB
Flagfall Connection Fee	Per Call	\$-	\$-	\$-

\* plus data usage charge per MB

Please note: Zones are in brackets after each country name in the 'Where is it available' section for PAYG rates.

## Information about the service

### What is the service?

This is a Pay As You Go service allows you to make and receive calls while overseas with the costs listed below.

### Where is it available?

If you are in one of these 60 countries/territories:

Austria (1), Belgium (1), Brazil (2), Bulgaria (3), Canada (1), Cambodia (1), China (1), Croatia (1), Czech Republic (1), Denmark (1), Estonia (1), Fiji (1), Finland (1), France (1), Germany (1), Greece (1), Guernsey (UK) (3), Hong Kong (1), Hungary (1), India (1), Indonesia (1), Ireland (1), Isle of Man (UK) (3), Israel (2), Italy (1), Japan (1), Latvia (1), Lithuania (1), Luxembourg (1), Macedonia (Former Yugoslav Rep) (1), Malaysia (1), Mexico (2), Netherlands (1), New Zealand (1), Nigeria (1), Norway (1), Papua New Guinea (1), Philippines (1), Poland (1), Portugal (1), Qatar (2), Republic of Korea (1), Romania (3), Russia (1), Samoa (1), Singapore (1), Slovak Republic (1), South Africa (2), Spain (1), Sri Lanka (1), Sweden (1), Switzerland (1), Taiwan (1), Thailand (1), Tonga (1), Turkey (1), UK (1), USA (1), Vanuatu (1), and Vietnam (3).

### What do I need to access the service?

You will need a mobile phone that has an Aussie Broadband SIM card installed and activated.

### What is included?

The PAYG option to make and receive calls while overseas

### Do I have to bundle anything with the service?

You will require an Aussie Broadband mobile service active with us.

### Minimum term of the service

There is no minimum term for this product.

### Qualifications

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your bill.
- You are abusive to our staff,
- You breach our terms and conditions or our fair use policy, available at [aussiebroadband.com.au/legal](http://aussiebroadband.com.au/legal).



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## 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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