

## Critical Information Summary – Mobile international roaming pack

**Service to be provided:** This add-on service allows you to make and receive unlimited standard voice calls and SMS, it also includes a data allowance to use in eligible destinations within a 24-hour period.

**Minimum monthly Charge:** N/A (\$12 per 24 hours)

**Maximum monthly Charge:** N/A (\$12 per 24 hours)

**Early termination Max Charge:** \$0.00

**Minimum term applicable:** N/A

### Information about the service

#### What is the service?

This add-on service allows you to make and receive unlimited standard voice calls and SMS, it also includes a data allowance to use in eligible destinations within a 24-hour period.

#### 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)

For a 24-hour period you have unlimited texts and calls to these 58 countries:

Australia, Austria, Belgium, Brazil, Bulgaria, Canada, Cambodia, China, Croatia, Czech Republic, Denmark, Egypt, Estonia, Fiji, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Indonesia, Ireland, Israel, Italy, Japan, Latvia, Lithuania, Luxembourg, Macedonia, Malaysia, Mexico, Netherlands, New Zealand, Norway, Papua New Guinea, Philippines, Poland, Portugal, Qatar, Romania, Russia, Singapore, Slovakia, South Africa, South Korea,

Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Turkey, UAE, UK, USA, Vanuatu, and Vietnam.

Or you can call from any of these 9 countries for the PAYG rates listed on the next page (these countries are not part of the \$12 Roaming Pack):

Bolivia (4), Cook Islands (4), East Timor (2), Egypt (2), Kenya (4), Kuwait (4), Malta (2), New Caledonia (4), UAE (2)

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

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

#### Minimum term of the service

There is no minimum term for this product, but it is valid for 24 hours from time of activation therefore, if you cancel your international roaming pack or deactivate roaming during that day, you'll still be charged the full charge for that 24-hour period.

#### What is included?

Unlimited calls and SMS to standard international numbers from and to eligible countries (see 'Where is it available' section) for 24 hours from time of activation.

200MB of data for 24 hours from time of activation.

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

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

#### Qualifications

Please note that this service may be suspended and/or cancelled if you fail to pay your bill, you are abusive to our staff or you breach our "fair use" policy (available at <https://www.aussiebroadband.com.au/legal/>).

The international roaming pack will automatically activate upon entry to an eligible country if international roaming is enabled on your service. This may happen even if your phone is in flight mode.

Although international roaming is disabled by default, you may have this enabled on your Aussie BB service. It is your responsibility to check with Aussie Broadband before you travel to check if you have international roaming enabled or disabled.

If you exceed the 200MB data usage before the end of the 24-hour period, you will be charged per MB as per the PAYG rates on the next page.

## Information about pricing

### PAYG rates

		Zone 1	Zone 2	Zone 3	Zone 4
Data Usage	per 1 MB	\$1.14	\$1.52	\$3.04	\$4.55
Make/Receive Voice Call	per 1 Min	\$1.82	\$3.04	\$6.07	\$7.59
Send SMS	per SMS	\$0.76	\$1.52	\$1.52	\$1.52
Receive SMS	per SMS	\$ -	\$ -	\$ -	\$ -
MMS (to all national, standard)*	per MMS	\$0.23	\$0.23	\$0.23	\$0.23
MMS (to all national, video)*	per MMS	\$0.46	\$0.46	\$0.46	\$0.46
MMS (to all international, video)*	per MMS	\$1.06	\$1.06	\$1.06	\$1.06
MMS (to all international, standard)*	per MMS	\$0.76	\$0.76	\$0.76	\$0.76

\* 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.

#### 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 9 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 and you exceed the 200MB of data usage within the 24-hour period, you will be charged per MB for additional data for the remainder of that 24-hour period as per PAYG rates above. Please note: you may not receive a warning that you are close to exceeding your included data, depending on how fast you are using it.

**Automatic Renewal:** Once the 24-hour period has elapsed the service will automatically renew for the next 24-hour period. To stop this from happening you would need to remove the SIM from your phone or switch your phone completely off.

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

## Other information

### Usage

You can check your usage via the [MyAussie](#) 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. Data will continue to be used after you reach the 200MB limit and you will receive a notification for each additional \$100 of PAYG Data you consume in this time.

#### 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, [click here](#).

#### 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 [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint).

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