

Part I – Heading Overseas (International Roaming)

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Part I – Heading Overseas (International Roaming)

Certain words are used with the specific meanings set in Part A – General of the Telstra Mobile section, or in the General Terms of Our Customer Terms.

1 About this Part

- 1.1 This is part of the Telstra Mobile section of Our Customer Terms. Provisions in other parts of the Telstra Mobile section, as well as in the General Terms of Our Customer Terms, may apply.

See clause 1 of the General Terms of Our Customer Terms for more detail on how the various sections of Our Customer Terms should be read together. To see these terms – home and family customers [click here](#); business and government customers [click here](#).

See clause 1 of Part A – General of the Telstra Mobile section for more detail on how the various parts of the Telstra Mobile section should be read together. To see these terms – home and family customers [click here](#); business and government customers [click here](#).

2 International Roaming services

What are our International Roaming services?

- 2.1 Our International Roaming service allows you to use your compatible device to make/receive calls, use data services and send/receive SMS and/or MMS overseas and have the charges billed to your Telstra account or deducted from your Pre-paid Mobile balance.

Availability

- 2.2 You cannot use International Roaming in all countries. A list of currently participating countries and operators is available from us or can be found at telstra.com/roaming
- 2.3 Voice calls are available with all participating operators. SMS, MMS, GPRS and 3G/4G data services may not be available with all participating operators.

Getting International Roaming

(a) Telstra Post-paid customers

- 2.4 Effective from 12 May 2015, International Roaming will be automatically provisioned on all new:
- a) mobile and mobile broadband services for Consumer customers; and

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- b) Go Business Mobile and Go Business Mobile Broadband plans for eligible Business customers,

unless you're recontracting with your existing number and have previously opted to bar international roaming for that mobile service.

For Business customers on plans other than those set out in clause 2.4b), and otherwise if we have elected to withdraw or to otherwise not automatically provision International Roaming for your service, you can:

- c) ask us for International Roaming if it is not already on your Telstra Post-paid Mobile, Mobile Broadband or Tablet service. We can refuse your request if you do not meet our credit requirements. We will tell you if your request is successful at the time of your request or will advise you of when we will be able to tell you if your request has been successful; or

- d) request us to provide International Roaming on your service by contacting a customer service consultant or by online. Upon processing your request, we can either

- (i) refuse your request if you do not meet our credit requirements;
- (ii) apply International Roaming on your nominated mobile service; or
- (iii) request you to provide further information to us,

and we will tell you once your request has been processed by sending you an SMS to your service or email (if you provided a valid email address) or we will advise you of when we will be able to complete the processing of your request.

(b) Telstra Pre-paid customers

- 2.5 International Roaming will be automatically provisioned on your Telstra Pre-Paid Mobile, Mobile Broadband or Tablet service.

Removing roaming capability

- 2.6 You can remove your International Roaming capability or decline an invitation from us to have this service automatically provisioned by contacting us.

Post-paid and Pre-Paid International Roaming Charges

- 2.7 The charges for International Roaming are set out in the tables below.

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(a) We will charge you the following for making and receiving voice calls on your Post-Paid or Pre-Paid mobile service unless:

- (i) you are making or receiving voice calls using an airline service or a cruise ship service; or
- (ii) you are making voice calls to satellite numbers which commence with either (+8816); (+8817); (+8703); (+8705); (+87039); (+87077); (+87078); (+8706); (+87060); (+87076); (+87088); (+8818); (+8819); (+88213); (+88216); (+88228); (+88232); (+88234); (+88242); (+88298); (+88299),

in which case we will charge you \$5.00 per minute.

Zone and price per minute	Eligible Countries
Zone 1 \$1.50/per minute	Cyprus; Finland; Ghana; Gibraltar; Lebanon; Lesotho; New Zealand; Pakistan; Singapore; South Africa.
Zone 2 \$2.00/per minute	Bahrain; Denmark; Germany; Greece; Greenland; Guernsey; Isle of Man Italy; Jersey; Kyrgyzstan; Liberia; Luxembourg; Macau; Malaysia; New Caledonia; Norfolk Island; Norway; Portugal; Rwanda; Solomon Islands; Swaziland; Taiwan; Tonga; United Kingdom; Vanuatu; Vietnam.
Zone 3 \$2.50/per minute	Bosnia and Herzegovina; Brunei Darussalam; Burundi; Costa Rica; Fiji; France; Guam; Hong Kong; Ireland; Laos; Monaco; Nauru; Netherlands; Nigeria; Republic of Korea; Sierra Leone; Sweden; Thailand; Timor Leste; Uganda; Uruguay; Yemen.
Zone 4 \$3.00/per minute	Afghanistan; Andorra; Austria; Cambodia; Canada; Cook Islands; French Polynesia; Hungary; Japan; Jordan; Liechtenstein; Macedonia; Mozambique; Namibia; Nepal; Philippines; Reunion; Slovakia; South Sudan, Switzerland; USA; Venezuela.
Zone 5 \$3.50/per minute	Bolivia; Botswana; Brazil; Bulgaria; China; El Salvador; Estonia; Georgia; Guatemala; Honduras; India; Iran; Libya; Mauritius; Moldova; Nicaragua; Papua New Guinea; Samoa; Seychelles; Slovenia; South Sudan ; Spain; Sudan; United Arab Emirates
Zone 6 \$4.00/per minute	Angola; Belgium; Bhutan; Chile; Gambia; Indonesia; Iraq; Israel; Latvia; Palestine; Paraguay; Poland; Romania; Suriname; The Democratic Republic Of The Congo; Turkey
Zone 7 \$4.50/per minute	Armenia; Azerbaijan; Belarus; Croatia; Czech Republic; Egypt; Ethiopia; Falkland Islands; Guyana; Kazakhstan; Kenya; Lithuania; Malawi; Mexico; Panama; Peru; Qatar; Sri Lanka.

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Zone 8 \$5.00/per minute	Albania; Algeria; American Samoa; Anguilla; Antigua and Barbuda; Argentina; Bangladesh; Barbados; Bermuda; British Virgin Islands; Cameroon, Cayman Islands; Chad; Colombia; Cote D'Ivoire (Ivory Coast); Curacao; Dominican Republic; Ecuador; Federated States of Micronesia; French Guiana; French West Indies; Gabon; Grenada; Guadeloupe; Guinea; Haiti; Iceland; Jamaica; Kuwait; Madagascar; Maldives; Mali; Malta; Martinique; Mauritania; Mongolia; Montenegro; Montserrat; Morocco; Niger; Oman; Puerto Rico; Russia Saint Kitts And Nevis; Saint Lucia; Saint Vincent And The Grenadines; Saudi Arabia; Senegal; Serbia; Syria; Tajikistan; Tanzania; Trinidad and Tobago Tunisia; Turkmenistan; Turks and Caicos Islands; Ukraine; Uzbekistan; Zambia; Zimbabwe.
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If you have a Pre-Paid mobile service, International Roaming is not available in all of the countries listed above. To find out what countries you can roam with your Pre-Paid mobile service, visit Telstra.com/info/roaming.

(b) We will charge you the following for sending and receiving SMS and MMS, and for using data services.

International Roaming – SMS	
Postpaid International Roaming - SMS	
Charges payable by you for sending an SMS	\$0.75
Charges payable by you for receiving an SMS	Nil.
Prepaid International Roaming - SMS	
Charges payable by you for sending an SMS	\$0.65
Charges payable by you for receiving an SMS	Nil.
Postpaid International Roaming - MMS	
Charges payable by you for sending a <i>picture</i> MMS to an Australian number	\$3 per MB (charged in 1 kB blocks or part thereof) plus \$0.50 (Event Fee)
Charges payable by you for sending: <ul style="list-style-type: none"> • a video MMS to an Australian number • a picture or video to an International number 	\$3 per MB (charged in 1 kB blocks or part thereof) plus \$0.75 (Event Fee)
Charges payable by you for receiving a picture or video MMS	\$3 per MB (charged in 1 kB blocks or part thereof).

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Prepaid International Roaming - MMS	
Charges payable by you for sending a picture MMS to an Australian number	\$1.50 MMS (International Roaming Fee) plus \$0.50 (Event Fee)
Charges payable by you for sending: <ul style="list-style-type: none"> • a picture MMS to an international number • a picture or video to an international number 	\$1.50 (MMS International Roaming Fee) plus \$0.75 (Event Fee)
Charges payable by you for receiving a picture or video MMS	Nil.
International Roaming – transfer of packet data using GPRS, 3G/UMTS and 4G network access	
Charges for transfer of packet data – pay as you go (PAYG)	Charges for data usage will be \$3 per MB, (charged in 1 kB blocks or part thereof). You will be charged for upload and download of data.

When calculating data volumes:

- where the volume of data transferred is not a whole number of kilobytes, it is rounded up to the next kilobyte at the end of each session; and
- 1024 bytes = 1 kilobyte (KB) and 1024 kilobytes = 1 megabyte (MB) and 1024 MB = 1 Gigabyte (GB).

To see the charges for calls to an international mobile (non-roaming) number – home and family customers [click here](#); business and government customers [click here](#).

MMS charges on your domestic plans when overseas

2.8 If you are a Telstra Post-Paid customer with a plan for use within Australia and MMS is part of your Included Allowance for that plan, then MMS Event Fee component for an MMS sent overseas will go towards your plan's Included Allowance.

If MMS is not part of your domestic plan's Included Allowance, then you will be charged standard MMS international roaming charges. See clause 2.7 of this Part I for further details.

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Billing for Telstra Post-Paid International Roaming Charges

- 2.9 Charges may take some time to appear on your bill. This depends on when the overseas network operators provide us with the necessary information, how long you were roaming and how often you receive your bill.

Charges for Telstra Pre-paid International Roaming

- 2.10 Charges for Pre-paid Mobile usage when roaming are deducted from your Telstra Pre-paid Mobile account balance in near real-time.
- 2.11 Managing your Telstra Pre-paid account when roaming by calling 1258888 is not free of charge. You are encouraged to recharge and manage your account via USSD #100# (free of charge) or via My Pre-paid Online at www.telstraprepaidplus.com.

3 Using MessageBank and Memo overseas

MessageBank Roaming

- 3.1 MessageBank Roaming allows you to divert calls to MessageBank and retrieve messages when you are overseas. Charges are billed to your Telstra account.
- 3.2 To retrieve MessageBank messages you can dial #101#, send an SMS to '101' or respond to an SMS telling you that you have a message. You will then receive a call from us connecting you to your MessageBank mailbox.

Memo Roaming

- 3.3 Memo Roaming allows you to divert calls to Memo and receive an SMS with the contents of your message. Charges are billed to your Telstra account.

Availability

- 3.4 MessageBank Roaming and Memo Roaming are only available in countries and with operators where International Roaming International Roaming (as the case may be) is available. A list of countries and operators currently participating is available from us.
- 3.5 MessageBank Roaming and Memo Roaming rely on the overseas network you are roaming on sending back the correct signalling to indicate the call should divert. We cannot promise the reliability of the overseas network.

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3.6 MessageBank Roaming and Memo Roaming rely on the capability to send and receive SMS outside of Australia. When you are overseas where SMS cannot be sent or received, temporarily or permanently, this will affect the delivery of these services.

Getting MessageBank/Memo Roaming

- 3.7 MessageBank Roaming and Memo Roaming are available to you only if you are a post-paid customer of MessageBank and Memo services in Australia and you are provided with International Roaming.
- 3.8 If you are a customer and have MessageBank or Memo, your International Roaming service does not automatically include MessageBank Roaming or Memo Roaming. You must contact us to have MessageBank Roaming or Memo Roaming provided on your International Roaming service.
- 3.9 MessageBank Roaming and Memo Roaming are not available on the same phone service at the same time. If you are eligible for both services, you may choose which service you wish to have provided. You may change your choice at any time by contacting us.
- 3.10 MessageBank Roaming and Memo Roaming are not available on a phone service where you asked us to block the sending of SMS.

MessageBank Roaming Charges

- 3.11 The following charges and surcharges apply to MessageBank Roaming and are set out below:
 - a) applicable charges associated with the MessageBank service that are set out in Part F – Managing Calls of the Telstra Mobile section of Our Customer Terms;

To see these charges – home and family customers [click here](#); business and government customers [click here](#).

- b) overseas network charges for sending the SMS to MessageBank Roaming (or receiving SMS) plus a surcharge; and
- c) standard charges when roaming overseas for calls received from us connecting you to your MessageBank Mailbox (or calls made).

MessageBank Roaming	
Charges associated with MessageBank	
- subscription to MessageBank	Applicable subscription fee



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MessageBank Roaming	
- diversion to your MessageBank mailbox	Standard call forwarding charges
- retrieval (for network call to your MessageBank)	Standard retrieval charges
Charges associated with sending SMS while roaming overseas	Standard charges for SMS sent whilst overseas.
Charges associated with receiving and making calls while roaming	Standard charges for calls received and made while roaming overseas

Memo Roaming Charges

3.12 The following charges and surcharges apply to Memo Roaming and are set out below:

- a) applicable charges associated with the Memo that are set out in Part F – Managing Calls of the Telstra Mobile section of Our Customer Terms;

To see these charges – home and family customers [click here](#); business and government customers [click here](#).

- b) overseas network charges for receiving SMS from Memo Roaming (or sending SMS) plus Telstra surcharge; and
- c) standard charges for calls made and received while roaming overseas.

Memo Roaming	
Charges associated with Memo	
- subscription to Memo	Applicable Monthly Access Fee
- diversion to Memo and answered by Memo Operator	Standard charge per call answered
Charges associated with sending SMS while roaming	Standard charges for SMS sent whilst overseas.
Charges associated with making and receiving calls while roaming	Standard charges for calls made and received while roaming overseas

MessageBank/Memo Roaming – overseas charges

3.13 The use of MessageBank Roaming and Memo overseas will incur charges that include



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rates set by the overseas network operator you are using. These rates may change over time. Approximate information on these rates is available from us or can be found at <http://www.telstra.com/info/roaming>. While we take care when compiling this information, we do not promise that it is accurate.

4 International Frequent Traveller Data Plans

What are International Frequent Traveller Data Plans?

- 4.1 With our International Frequent Traveller Data Plans, you get a monthly data allowance towards data usage on your Telstra Post-Paid Mobile, Tablet or Telstra Mobile Broadband® service in selected countries (“**Included Allowance**”).

Availability

- 4.2 On and from 7 April 2013, International Frequent Traveller Data Plans are only available to eligible Telstra Post-Paid Mobile, Tablet customers or Telstra Mobile Broadband customers with a 10 digit account number that have International Roaming on their service.
- 4.3 International Frequent Traveller Data Plans purchased on and from 8 May 2013 have a minimum 6 month fixed term.
- 4.4 International Frequent Traveller Data Plans are not available to BigPond® Mobile Broadband, customers who receive an International Roaming Discount, International Roaming Data Group Plan customers or Telstra Wholesale customers or for resale.

\$150 and \$180 Telstra Business Mobile PLUS Plan Customers

- 4.5 On and from 31 May 2012 if you have Telstra Business Mobile PLUS plan with a \$150 or \$180 Monthly Fee, you can't take up a new International Frequent Traveller Data Plan.

All-4-Biz Unlimited Plan Customers

- 4.6 On and from 31 May 2012 the Included Allowance will not be compatible with the allowance for international roaming included in the All-4-Biz Unlimited Plan (with a \$150 monthly access fee). If you have an All-4-Biz Unlimited Plan and you take up a new International Frequent Traveller Data Plan on or after 31 May 2012, you won't be able to use the allowance for international roaming included in your All-4-Biz plan.
- 4.7 This offer is not available with any other offers unless otherwise specified by us

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Selected countries

4.8 You can only use your Included Allowance in the following countries:

Argentina	Denmark	Ireland	Papua New Guinea	Sweden
Austria	Egypt	Israel	Philippines	Switzerland
Bangladesh	Fiji	Italy	Portugal	Taiwan
Brazil	France	Japan	Russia	Thailand
Cambodia	Germany	Malaysia	Saudi Arabia	Turkey
Canada	Greece	Mexico	Singapore	UK
Chile	Hong Kong	Netherlands	Slovak Rep	United Arab Emirates
China	Hungary	New Caledonia	South Africa	USA
Croatia	India	New Zealand	South Korea	Vanuatu
Czech Republic	Indonesia	Norway	Spain	Vietnam

Pricing

4.9 On and from 14 October 2013 you can choose from the following International Frequent Traveller Data Plans:

Monthly plan charge	Included Allowance
\$29	200MB
\$85	600MB
\$160	1.2GB
\$350	3GB

4.10 On and from 14 October 2013, existing customers on the \$550, \$1,050 and \$1,800 International Frequent Traveller Data Plans purchased before 14 October 2013, receive

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the following Included Allowances:

Monthly plan charge	Included Allowance
\$550	5GB
\$1,050	10GB
\$1,800	20GB

4.11 These International Frequent Traveller Data Plans are no longer available after 13 October 2013:

Monthly plan charge	Included Allowance for data usage (calculated per KB)
\$29	\$614.40 (equal to 40MB)
\$85	\$1843.20 (equal to 120MB)
\$160	\$3686.40 (equal to 240MB)
\$350	\$9216 (equal to 600MB)
\$550	\$15,728.64 (equal to 1GB)
\$1,050	\$31,457.28 (equal to 2GB)
\$1,800	\$62,914.56 (equal to 4GB)

4.12 The monthly plan charge will be billed to your relevant Telstra account each month.

4.13 You can't use your Included Allowance towards:

- a) content charges;
- b) for data used while in Australia, or in overseas destinations other than those listed in clause 4.8 above;

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- c) making/receiving calls;
- d) sending SMS overseas; or
- e) The MMS Event Fee component of charges for an MMS sent overseas.

You must pay for such usage in addition to your monthly International Frequent Traveller Data Plan charge and other standard charges. For further details on international roaming charges see clause 2.7 of this Part I.

When you have used your Included Allowance, you must pay for further data usage at the standard International Roaming data rates set out in clause 2 of this Part I.

- 4.14 Any unused Included Allowance will expire at the end of each month and will not carry over into the next month.
- 4.15 If you purchase a plan part way through a month, the monthly plan charge will be pro-rated according to days the plan was active in that month. If you use all of your Included Allowance, you will also be charged for any data usage above that amount at the standard International Roaming data rates set out in clause 2 of this Part I.
- 4.16 You can't have more than one International Frequent Traveller Data Plan associated with a Telstra Post-Paid Mobile, Tablet or Telstra Mobile Broadband service at any one time.

Cancellation of International Frequent Traveller Data Plans

- 4.17 If you purchased your International Frequent Traveller Data Plan on and from 8 May 2013, your plan will be for a minimum term for 6 months. You may terminate your plan at any time during your plan term however if you do, we may charge you an Early Termination Charge (ETC). Your ETC will be calculated according to the following formula: monthly fee x number of months (or part thereof) remaining in your minimum term x 90%.
- 4.18 If you purchased your International Frequent Traveller Data Plan before 8 May 2013, your plan will be a casual plan and will continue on a month to month basis until you cancel it. You may cancel your International Frequent Traveller Data Plan at any time without any early termination charges.
- 4.19 Once your minimum term (if any) expires, and you cancel your plan part way through a month your monthly International Frequent Traveller Data Plan charge and Included Allowance for that month will be pro-rated according to the days the plan was active in

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that month.

5 International Casual Traveller Data Packs

What are International Casual Traveller Data Packs?

- 5.1 With our International Casual Traveller Data Packs, you get a one off allowance to use towards data usage on your Telstra Post-Paid Mobile, Tablet or Telstra Mobile Broadband service in selected countries for 30 days from the date of purchase (“**Included Allowance**”).

Availability

- 5.2 On and from 9 December 2014, International Casual Traveller Data Packs are available to:
- a) Telstra Consumer and Small Business customers with:
 - (i) a Telstra Mobile Broadband service or a Telstra Tablet service; and
 - (ii) International Roaming on their service.
 - b) Telstra Managed Business and Enterprise and Government customers with:
 - (i) a Telstra Post Paid mobile service, a Telstra Tablet service or a Telstra Mobile Broadband service, and
 - (ii) International Roaming on their service.
- 5.3 International Casual Traveller Data Packs are not available to BigPond Mobile Broadband customers, International Roaming Data Group Plan customers, customers who receive an International Roaming Discount, Telstra customers who are not listed in 5.2 above, Telstra Wholesale customers or for resale.

\$150 and \$180 Telstra Business Mobile PLUS Plan customers

- 5.4 On and from 31 May 2012 if you have Telstra Business Mobile PLUS plan with a \$150 or \$180 Monthly Fee, you can't take up a new International Casual Traveller Data Pack.

Unlimited All-4-Biz Plan Customers

- 5.5 On and from 31 May 2012 the Included Allowance will not be compatible with the

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allowance for international roaming included in the All-4-Biz Unlimited Plan (with a \$150 monthly access fee). If you have an All-4-Biz Unlimited Plan and you take up a new International Casual Traveller Data Pack on or after 31 May 2012 you won't be able to use the allowance for international roaming included in your All-4-Biz plan.

Selected countries

5.6 You can use your Included Allowance in the following countries:

Argentina	Denmark	Ireland	Papua New Guinea	Sweden
Austria	Egypt	Israel	Philippines	Switzerland
Bangladesh	Fiji	Italy	Portugal	Taiwan
Brazil	France	Japan	Russia	Thailand
Cambodia	Germany	Malaysia	Saudi Arabia	Turkey
Canada	Greece	Mexico	Singapore	UK
Chile	Hong Kong	Netherlands	Slovak Rep	United Arab Emirates
China	Hungary	New Caledonia	South Africa	USA
Croatia	India	New Zealand	South Korea	Vanuatu
Czech Republic	Indonesia	Norway	Spain	Vietnam

Pricing

5.7 On and from 14 October 2013 you can choose from the following International Casual Traveller Data Packs:

International Roaming Data Pack charge	Included Allowance
\$29	100MB
\$85	300MB
\$160	600MB

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\$350	1.5GB
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5.8 The International Casual Traveller Data Pack charge will be billed to your relevant Telstra account.

5.9 You can't use your Included Allowance towards:

- a) content charges;
- b) data used while in Australia or in overseas destinations other than those listed in clause 5.6 above
- c) making/receiving calls;
- d) sending SMS overseas; or
- e) The MMS Event Fee component of charges for an MMS sent overseas.

You must pay for such usage in addition to your monthly International Casual Traveller Data Pack charge and other standard charges. For further details on international roaming charges see clause 2.7 of this Part I.

5.10 When you have used your data allowance, you will need to pay for further data usage on the standard International Roaming data rates set out in clause 2 of this Part I.

5.11 Your Included Allowance expires 30 days from the date you purchase your pack.

5.12 Any unused Included Allowance will be forfeited at the end of the expiry period.

5.13 You may have more than one International Casual Traveller Data Pack associated with a Telstra Post-paid Mobile, Tablet or Telstra Mobile Broadband service at one time. Where this is the case, the expiry period for your total Included Allowance will be 30 days from the date you purchased your most recent pack.

5.14 You may have any combination of International Casual Traveller Data Packs associated with a Telstra Post-Paid Mobile, Tablet or Telstra Mobile Broadband service at one time.

Cancellation of Pack

5.15 You may not cancel your International Roaming Casual Traveller Pack after you have

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purchased it.

6 International Roaming Data Browse Plus Packs

What are International Roaming Data Browse Plus Packs?

- 6.1 With our International Roaming Data Browse Plus Packs, you get a set data allowance to use towards data usage on your eligible Telstra Pre-paid Mobile and Tablet services in selected countries for 30 days from the date of purchase (“**Included Allowance**”).

Eligibility

- 6.2 International Roaming Data Browse Plus Packs are available to Telstra Pre-Paid Mobile, Tablet and Mobile Broadband customers.

Selected countries

- 6.3 You can use your Included Allowance in the following countries:

Austria	Denmark	Hong Kong	Italy	New Zealand	Slovakia	Taiwan
Brazil	Egypt	Hungary	Japan	Norway	South Africa	Thailand
Cambodia	Fiji	India	Malaysia	Papua New Guinea	South Korea	Turkey
Canada	France	Indonesia	Mexico	Philippines	Spain	UK
Croatia	Germany	Ireland	Netherlands	Portugal	Sweden	United Arab Emirates
Czech Republic	Greece	Israel	New Caledonia	Singapore	Switzerland	USA
Vanuatu	Vietnam					

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Pricing

- 6.4 On and from 24 October 2013, you can choose from the following International Roaming Data Browse Plus Packs:

International Roaming Data Pack charge	Included Allowance
\$29	100MB
\$85	300MB
\$160	600MB

- 6.5 To purchase an International Roaming Data Browse Plus Pack, you must have sufficient funds in your Telstra Pre-Paid account. The amount of your selected International Roaming Data Browse Plus Pack will be deducted from your Telstra Pre-Paid account balance.
- 6.6 If you are a Telstra Pre-Paid Mobile Broadband customer, you can purchase an International Roaming Data Browse Plus Pack using the Connection Manager on your device or by calling 1258880.
- 6.7 If you are a Telstra Pre-Paid customer, you can purchase an International Roaming Data Browse Plus Pack by dialling #100# on your Telstra Pre-Paid mobile and following the prompts, by calling 1258880, or using [Telstra 24x7[®] App](#), [My Account](#), [Telstra 24x7[®] App](#) on Facebook, [My Telstra Pre-Paid](#) on Facebook or online at m.telstra.com
- 6.8 Once the Included Allowance for an International Roaming Data Browse Plus Pack has been used, standard international roaming data charges set out in clause 2 apply for further use and will be deducted from your Pre-Paid account balance.
- 6.9 The Included Allowance in an International Roaming Data Browse Plus Pack cannot be used towards:
- content charges
 - data use while in Australia or for use in overseas destinations other than those outlined in clauses 6.3
 - making/receiving calls;

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- d) sending SMS overseas; or
- e) the MMS International Roaming Fee component of charges for an MMS sent overseas.

You must pay for such usage in addition out of your available credit on your Telstra Pre-Paid Mobile and Tablet services. For further details on international roaming charges see clause 2.7 of this Part I.

- 6.10 International Roaming Data Browse Plus Packs credits are used before any other Telstra Pre-Paid offers.
- 6.11 You have 30 days from successfully purchasing an International Roaming Data Browse Plus Pack to use the included data allowance. Unused included data allowance after this time will be forfeited.
- 6.12 Our FairPlay Policy applies.

7 International Roaming Voice Plans

What are International Roaming Voice Plans?

- 7.1 Our International Roaming Voice Plans provide you with:
 - a) a set monthly allowance to use towards voice calls made and received and SMS messages made on your Telstra Post-paid Mobile in all international destinations; and
 - b) a discount on all voice calls made and received and SMS messages made using your Telstra Post-paid Mobile in selected international destinations.

Availability

- 7.2 International Roaming Voice Plans are available to eligible Telstra Post-paid Mobile customers that have International Roaming on their service.
- 7.3 International Roaming Voice Plans are only available to Telstra Enterprise and Government customers and Telstra Business customers. International Roaming Voice Plans are not available to Telstra Wholesale customers, Telstra Consumer customers or for resale.
- 7.4 Telstra Post-paid Mobile customers that have International Roaming on their service and who receive discounted International Roaming rates may not be eligible for the

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International Roaming Voice Plans.

7.5 This offer is not available with any other offers unless otherwise specified by us.

\$150 and \$180 Telstra Business Mobile PLUS Plan customers

7.6 On and from 31 May 2012 if you have a Telstra Business Mobile PLUS plan with a \$150 or \$180 Monthly Fee, you can't take up a new International Roaming Voice Plan.

All-4-Biz Unlimited Plan Customers

7.7 On and from 31 May 2012 the Included Allowance will not be compatible with the allowance for international roaming included in the All-4-Biz Unlimited Plan (with a \$150 monthly access fee). If you have an All-4-Biz Unlimited Plan and you take up a new International Roaming Voice Plan on or after 31 May 2012 you won't be able to use the allowance for international roaming included in your All-4-Biz plan.

Pricing

7.8 There are two International Roaming Voice Plans:

- a) \$15 per month for \$10 worth of voice calls made and received and SMS messages made in all international destinations, and a 10% discount on all voice calls and SMS made or received in selected international destinations per month; and
- b) \$100 per month for \$90 worth of voice calls made and received and SMS messages made in all international destinations, and a 20% discount on all voice calls made and received and SMS messages made in selected international destinations per month.

7.9 Once you have reached your monthly plan allowance, you will be charged for voice calls made and received and SMS messages made in all international destinations on the Post-Paid International Roaming rates set out in clause 2 of this Part I, but will receive the discount on all voice calls made and received and SMS made in selected international destinations per month.

7.10 The monthly allowance of your International Roaming Voice Plan will be deducted from your total voice call and SMS message usage after all eligible voice and SMS usage has been discounted at the applicable rate.

7.11 The monthly plan allowance cannot be used for:

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- a) content charges;
- b) for use while in Australia;
- c) sending/receiving data;
- d) making/receiving video and satellite calls;
- e) making/receiving MMS messages overseas (including any applicable Event Fee). You must pay for such usage in addition to your monthly plan charge

7.12 Any unused monthly allowance expires at the end of each month and does not carry over into the next month.

7.13 The monthly plan charge will be billed to your relevant Telstra account each month.

7.14 If you purchase a plan part way through a billing month, the monthly plan charge and included plan allowance will be pro-rated according to the remaining days in that month.

7.15 You may not have more than one International Roaming Voice Plan associated with a Telstra Post-paid Mobile service at any one time.

Selected destinations

7.16 You may use your discount on voice calls and SMS messages made or received in the following international destinations per month:

Canada	Hong Kong	Malaysia	Singapore	UK
France	Indonesia	New Zealand	South Africa	United Arab Emirates
Germany	Japan	Philippines	Thailand	USA
China	Fiji	Italy		

Cancellation of Plan

7.16 Your plan will continue on a month to month basis until you cancel the plan. You may cancel your plan at any time without any early termination charges.

7.17 If you cancel your plan part way through a billing month your monthly plan charge and included plan allowance for that month will be pro-rated according to the days the Plan was active in that month.

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8 International Roaming Notification SMS

- 8.1 We will send you notifications when you are overseas to:
- a) remind you that you have activated your mobile device overseas, that significantly higher charges may apply and that there may be delays in receiving data usage alerts;
 - b) inform you of the cost of making and receiving a 1 minute call in the country you are in, sending and receiving an SMS or MMS, and using 1MB of data; and
 - c) provide a telephone number that you can call us on to opt-out of our International Roaming services. (**Notification SMS**)
- 8.2 You will only be able to receive Notification SMS if you have a mobile device which is capable of receiving SMS.
- 8.3 We will send you Notification SMS when you connect your mobile device with one of our partner carrier network operators in each country you are roaming in. We will resend Notification SMS where:
- a) you are in a particular country for more than 14 days (in which case we will resend Notification SMS every 14 days); or
 - b) you are roaming in more than one country and return to a country where you have previously received Notification SMS (provided that you have not received Notification SMS for that country in the preceding 14 days).
- 8.4 If you are a consumer customer or a small business customer, you cannot opt-out of receiving Notification SMS.

9 Telstra Wireless Machine to Machine (M2M) Service

Wireless M2M Control Centre Outbound Group Plans

- 9.1 With our Wireless M2M Control Centre Outbound Group Plans for Telstra Wireless Telemetry Services managed via the Telstra Wireless M2M Control Centre, you get a set monthly data allowance to use towards data usage on your eligible Telstra Wireless M2M services in eligible countries (“**M2M Outbound Group Plan**”).

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Eligibility

- 9.2 In order to take up an M2M Outbound Group Plan, you must have:
- a) an ABN, ACN or ARBN;
 - b) an Australian office or billing address;
 - c) a Telstra Wireless Telemetry service that is managed through the Telstra Wireless M2M Control Centre; and
 - d) a Telstra Wireless Telemetry service where the sending of data is automated and does not involve human intervention.

Wireless M2M Control Centre Outbound Group Plan

- 9.3 M2M Outbound Group Plans are available on month to month contracts.
- 9.4 M2M Outbound Group Plans are only available with the Telstra Wireless M2M Control Centre service and are subject to our agreement with you.
- 9.5 An M2M Outbound Group Plan includes a monthly included data allowance for each Telstra Wireless Telemetry Service connected. The monthly included data allowance can be shared between the Telstra Wireless Telemetry Services on the same M2M Outbound Group Plan within the same Eligible Country Tier (“**Shared Data Allowance**”). The total Shared Data Allowance is the aggregate of all monthly data allowance for each Telstra Wireless Telemetry Service connected to the same M2M Outbound Group Plan within the same Eligible Country Tier in a billing month. You cannot share the monthly included data allowance with Telstra Wireless Telemetry Services on a:
- a) different M2M Outbound Group Plan within the same Eligible Country Tier; or
 - b) different M2M Outbound Group Plan within a different Eligible Country Tier.
- 9.6 An M2M Outbound Group Plan is a Telstra Wireless M2M Plan as set out in the Telstra Wireless Machine to Machine (“M2M”) section of [Part G - Data Services, Telstra Mobiles Section of Our Customer Terms](#). However, you are not required to have a Telstra \$0 M2M Voice Plan connected to your M2M Outbound Group Plan.

Eligible Country Tiers

- 9.7 Your monthly included data allowance can be used in the countries listed in the Eligible Country Tier, with the Eligible Country Carrier, you select for your M2M Outbound

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Group Plan. You must manually preselect your M2M Approved device to the Eligible Country Carrier for the country you will be using the M2M Approved device in.

Eligible Country Tier	Eligible Country Carrier
Eligible Country Tier 1	
New Zealand	Telecom New Zealand Limited
Eligible Country Tier 2	
China	China Unicom
Fiji	Digicel Fiji Limited
Hong Kong	Hong Kong CSL Limited
Indonesia	Excelcomindo Indonesia
Japan	SoftBank Mobile Corp.
Macau	CTM Macau
Malaysia	Celcom Axiata Berhad
Papua New Guinea	Digicel PNG Limited
Singapore	StarHub Mobile Pte. Limited
South Korea	KT Corporation II
Taiwan	Taiwan Mobile Co. Ltd.
Thailand	True Move Company Ltd
Tonga	Digicel Tonga Limited
USA	AT&T Mobility - Cingular
Vanuatu	Digicel Vanuatu
Eligible Country Tier 3	
Austria	Orange Austria Telecom. GmbH
Belgium	KPN Group Belgium NV/SA
Canada	Rogers Communicat. Partnership
Chile	Telefonica Moviles Chile S.A. / Movistar

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Czech Republic	Telefónica O2 Czech Republic a.s.
Denmark	Telia Danmark
Finland	TeliaSonera Finland Oyj
France	Orange France
Germany	O2 / Telefonica Germany
Guernsey	Cable & Wireless Guernsey Limited
India	Vodafone India Limited
Ireland	Telefonica O2 Ireland
Isle of Man	Manx Telecom UK Isle of Man
Italy	Telecom Italia
Jersey	Jersey Telecoms UK
Luxembourg	VoxMobile Orange Comm Luxembourg S.A.
Mexico	Telefonica Mexico / Pegaso PCS, S.A. de C.V.
Netherlands	KPN B.V.
Norway	Mobile Norway II
Peru	America Movil Peru
Poland	Orange PTK Centertel SP. Z O.O.
South Africa	MTN South Africa
Spain	Telefonica Moviles Spain
Sweden	TeliaSonera Mobile AB Sweden
Switzerland	Swisscom Switzerland Limited
United Kingdom	Everything Everywhere Limited

9.8 The list of countries, Eligible Country Tiers and Eligible Country Carriers listed above is correct as at **28 August 2013**.

9.9 If you do not manually preselect your M2M Approved device to the Eligible Country Carrier for the relevant country in which you will be using your M2M Approved device,

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you may not be able to access your monthly included data allowance and from 1 April 2014 you will be charged PAYG data rates of \$3.30 per MB, (charged per KB or part) (GST Incl.) for using your Telstra Wireless M2M service in that country. This includes where you change Eligible Country Tiers or a country within an Eligible Country Tier.

- 9.10 Your M2M Outbound Group Plan can only be used in the countries listed in the relevant Eligible Country Tier, with the Eligible Country Carriers listed for those countries.
- 9.11 You can only connect one Telstra Wireless Telemetry Service to an M2M Outbound Group Plan for one Eligible Country Tier. If you want an M2M Outbound Group Plan for use with your Telstra Wireless Telemetry service in a country from a different Eligible Country Tier, you will need to:
- a) cancel your existing M2M Outbound Group Plan for that Telstra Wireless Telemetry service; and
 - b) purchase a new M2M Outbound Group Plan for the other Eligible Country Tier for that Telstra Wireless Telemetry service.
- 9.12 Any SIM card we provide you as part of the Telstra Wireless Telemetry Service is unlocked. You must ensure that the SIM card is properly secured in your device in order to prevent any unauthorised use. You will be responsible for charges incurred as a result of any unauthorised usage of the Telstra Wireless Telemetry Service (including as a result of fraud or theft of the SIM card).

Testing Data Limit

- 9.13 The terms on testing SIM cards are set out in your agreement with us for the Telstra Wireless M2M Control Centre. For M2M Outbound Group Plans you can only use the 20 KB Testing Data Limit for testing each new SIM card before you activate the SIM card under your Telstra Wireless Telemetry Service. The 4 SMS Testing Data Limit is not available for use with M2M Outbound Group Plans.

Pricing

- 9.14 M2M Outbound Group Plans must be purchased through your Telstra Wireless M2M Control Centre. You can choose from the following M2M Outbound Group Plans:

M2M Outbound Group Plan - Eligible Country Tier 1				
Monthly included data allowance (calculated per KB)	1 MB	3 MB	5 MB	10 MB

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Monthly Service Fee (GST incl.)	\$3.60	\$4.80	\$6.00	\$8.40
Fee for eligible data usage exceeding the monthly included data allowance (per MB, charged per KB or part) (GST Incl.)	\$5.00	\$5.00	\$5.00	\$5.00

M2M Outbound Group Plan - Eligible Country Tier2				
Monthly included data allowance (calculated per KB)	1 MB	3 MB	5 MB	10 MB
Monthly Service Fee (GST incl.)	\$5.20	\$9.40	\$13.00	\$20.80
Fee for eligible data usage exceeding the monthly included data allowance (per MB, charged per KB or part) (GST Incl.)	\$7.00	\$7.00	\$7.00	\$7.00

M2M Outbound Group Plan - Eligible Country Tier 3				
Monthly included data allowance (calculated per KB)	1 MB	3 MB	5 MB	10 MB
Monthly Service Fee (GST incl.)	\$9.00	\$18.90	\$27.00	\$45.00
Fee for eligible data usage exceeding the monthly included data allowance (per MB, charged per KB or part) (GST Incl.)	\$12.00	\$12.00	\$12.00	\$12.00

When calculating data volumes:

- c) where the volume of data transferred is not a whole number of kilobytes, it is rounded up to the next kilobyte at the end of each session; and
- d) 1024 bytes = 1 kilobyte (KB) and 1024 kilobytes = 1 megabyte (MB) and 1024 MB = 1 Gigabyte (GB).

Charges for excess eligible data usage are calculated per kilobyte.

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M2M Outbound Group Plan – SMS roaming - all countries	
Charges payable for SMS	82.5c per SMS (GST incl.)

Using your Wireless M2M Control Centre Outbound Group Plans

- 9.15 You cannot connect a Telstra Wireless Telemetry Service which is connected to an M2M Outbound Group Plan, to any other pricing plan available for a Telstra Wireless Telemetry Service in the Telstra Wireless M2M Control Centre.
- 9.16 Your monthly included data allowance cannot be used for content charges, SMS or for any use while in Australia. If you use a Telstra Wireless Telemetry Service which is connected to an M2M Outbound Group Plan in Australia, you will be charged a PAYG rate of \$3.60 per MB, (charged per KB or part) (GST Incl.) for data usage.
- 9.17 Any unused monthly included data allowance expires at the end of your billing cycle and does not carry over.

Changing your Wireless M2M Control Centre Outbound Group Plans

- 9.18 You may move to another M2M Outbound Group Plan on the same, or another, Eligible Country Tier available for your Telstra Wireless Telemetry Service in the Telstra Wireless M2M Control Centre at any time during a monthly billing cycle. If you do so, your Monthly Service Fee, usage and monthly included data allowance for that monthly billing cycle will not be adjusted on a pro-rata basis. Instead, your Monthly Service Fee, usage (including excess usage), monthly included data allowance, Shared Data Allowance and other charges for that monthly billing cycle will be based on the M2M Outbound Group Plan and Eligible Country Tier last selected.
- 9.19 If your Telstra Wireless Telemetry Service, managed in the Telstra Wireless M2M Control Centre, is active at the start of a monthly billing cycle, you agree to pay the full Monthly Service Fee for that Telstra Wireless Telemetry Service even if it is deactivated for any period of that monthly billing cycle or retired. If you activate or reactivate your Telstra Wireless Telemetry Service during a monthly billing cycle, your Monthly Service Fee, usage and monthly included data allowance for that monthly billing cycle will be adjusted on a pro-rata basis from the first time the service was activated or reactivated in that monthly billing cycle.

Cancelling your Wireless M2M Control Centre Outbound Group Plans

- 9.20 Your M2M Outbound Group Plan will continue on a month to month basis until you

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cancel it through your Telstra Wireless M2M Control Centre.

Wireless M2M Control Centre Data and Group Data Plans (other than the Wireless M2M Control Centre Outbound Group Plans)

- 9.21 The charges below apply to the M2M Data Plans and M2M Group Data Plans that are available with the Telstra Wireless M2M Control Centre service which are subject to our agreement with you.
- 9.22 From 1 April 2014, if international roaming is enabled on your Telstra Wireless Telemetry services which are connected to M2M Data Plans and M2M Group Data Plans and used overseas, you may not be able to access your monthly included data allowance for these plans and will be charged the following PAYG data usage and SMS roaming rates (if applicable).

M2M Data Plans and M2M Group Data Plans used with Telstra Wireless M2M Control Centre service	
Charges for PAYG roaming	\$3.30 per MB (charged in 1 kB blocks or part thereof) (GST Incl.)
Charges payable for SMS	82.5c per SMS (GST incl.)

10 International Travel Pass

What is an International Travel Pass

- 10.1 An International Travel Pass:
- gives you a data allowance to use towards data usage (**Data Allowance**); and
 - allows you to make and receive unlimited voice calls to and from standard numbers; and
 - allows you to send unlimited SMS to standard numbers,

while you are in Eligible Countries.

Availability

- 10.2 International Travel Passes are available for Telstra Consumer and Telstra Small Business

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customers, with a Telstra Post Paid Mobile service and International Roaming on their service.

- 10.3 International Travel Passes are not available to BigPond Mobile Broadband customers, Telstra Managed Business customers, Telstra Enterprise and Government customers, or Telstra Wholesale customers or for resale.
- 10.4 International Travel Passes are not available for any services on our \$150 or \$180 Business Mobile PLUS Plans, International Roaming Voice Plans, International Roaming Data Plans, or any other plan that provides an International Roaming Discount.
- 10.5 International Travel Passes are not compatible with the international roaming allowance included in the All-4-Biz Mach II \$150 Mobile Plan, Enterprise Mobile Broadband Plan, Go Business Premium Plan and the Telstra Mobile Premium Plan. If you're an eligible customer on the All-4-Biz Mach II \$150 Mobile Plan, and you take up an International Travel Pass for the same mobile service, you won't be able to use the international roaming allowance included in your All-4-Biz Mach II \$150 Mobile plan.

Minimum Term

- 10.6 International Travel Passes are available for 3, 7, 14 and 30 consecutive days. An International Travel Pass commences when you purchase it and you cannot cancel it once it has been purchased.

Pricing

- 10.7 The cost of your International Travel Pass depends on what Zone you select and the duration of your Travel Pass.
- 10.8 Our International Travel Passes for Zone 1 are:

Travel Pass Duration	3 Days	7 Days	14 Days	30 Days
One-off charge	\$15	\$35	\$70	\$150
Voice calls	Unlimited calls to and from standard numbers (while in Zone 1)			
SMS	Unlimited SMS to standard numbers (while in Zone 1)			
Data Allowance	225MB	525MB	1.03GB	2.20GB

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Excess Data Charge	3c per MB (applies during Travel Pass period)
Eligible Countries	New Zealand

10.9 Our International Travel Passes for Zone 2 are:

Travel Pass Duration	3 Days	7 Days	14 Days	30 Days
One-off charge	\$30	\$70	\$140	\$300
Voice calls	Unlimited calls to and from standard numbers (while in Zone 2)			
SMS	Unlimited SMS to standard numbers (while in Zone 2)			
Data Allowance	225MB	525MB	1.03GB	2.20GB
Excess Data Charge	3c per MB (applies during Travel Pass period)			
Eligible Countries	Argentina, Austria, Belgium, Brazil, Bulgaria, Brunei, Canada, Chile, China, Croatia, Czech Republic, Denmark, Egypt, Estonia, Fiji, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Indonesia, Ireland, Israel, Italy, Japan, Luxembourg, Macau, Macedonia, Malaysia, Mexico, Nauru, Netherlands, Norway, Papua New Guinea, Philippines, Poland, Portugal, Romania, Saudi Arabia, Serbia, Singapore, Slovak Rep., Slovenia, South Africa, South Korea, Spain, Sweden, Switzerland, Taiwan, Thailand, Turkey, UAE, UK, USA, Vanuatu + includes Zone 1 countries			

10.10 You can't use your Data Allowance towards:

- a) content charges (such as ring tones, apps, movies or songs);
- b) data used while in Australia or in overseas destinations other than in the Eligible Countries in the Zone of the International Travel Pass you purchased;
- c) The MMS Event Fee component of charges for an MMS sent overseas,

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and you must pay for this usage separately at the rates set out in clause 2.7 of this Part I.

- 10.11 If you use all of your Data Allowance and your International Travel Pass has not expired, we will charge you 3 cents per MB (charged per KB or part). Any data used once your Travel Pass has expired, or in countries not included in your Zone, will be charged at the rates set out in clause 2.7 of this Part I. Data used to send and receive MMS can be included in your Data Allowance. Any unused Data Allowance expires at the end of your International Travel Pass.
- 10.12 **Standard numbers** are fixed lines and mobile numbers. **Non-Standard numbers** are satellite numbers, premium numbers and operator assisted calls. You will be charged separately for calls and SMS to non-standard numbers in accordance with clause 2.7 of this Part I.
- 10.13 Any voice calls or SMS to standard numbers after your International Travel Pass has expired, or in countries that are not included in your Zone will be charged at the rates set out in clause 2.7 of this Part I.

11 International Roaming Day Pass

What is an International Day Pass

- 11.1 An International Roaming Day Pass (**Day Pass**):
- a) gives you a data allowance of 1.5GB to use towards data usage (**Data Allowance**);
 - b) allows you to make and receive unlimited voice calls to and from standard numbers; and
 - c) allows you to send unlimited SMS to standard numbers,

while you are in Eligible Countries during each day calculated from 00.01 to midnight AEST (**Day Pass Period**).

Availability

- 11.2 Day Passes are available by invitation for Telstra Enterprise and Government customers and Telstra Managed Business Customers with a Telstra Post-Paid Mobile service (excluding Premium Plans). The Day Passes are not available to Telstra Consumer or Small Business customers, or Wholesale customers for resale
- 11.3 International Roaming Frequent Traveller Data Plan or International Roaming Voice Plans

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provisioned on a Telstra Post Paid Mobile service will be removed at the time a Day Pass is provisioned and any associated early termination charges, if any, will be waived.

- 11.4 International Roaming Casual Traveller Data Packs and any other international roaming service which expires monthly and is provided to you in your agreement with us, will expire at the end of the billing cycle in which the Day Pass is provisioned to your Account. The Day Pass will take priority until this time and will then be available for exclusive use by the Post Paid Mobile services upon expiry.
- 11.5 Once a Day Pass has been provisioned to the Post Paid Mobile services, you cannot purchase or use any other in market international roaming offers, unless otherwise agreed between the parties.

Minimum Term

- 11.6 Day Passes can be cancelled at any time with 30 days notice.
- 11.7 We may suspend the provision of the Day Pass at any time by giving you written notice to that effect.
- 11.8 Where either party has cancelled the provision of the Day Pass, the Day Pass Fee and the Excess Data Fee will not apply from the date of termination. After this, all international roaming usage will be charged in accordance with our pay as you go rates set out in clause 2.7 of this Part I.

Pricing

- 11.9 The cost of your Day Pass is \$30 (**Day Pass Fee**) each Day Pass Period. Any data usage in excess of your Data Allowance will be 10c per MB until a new Day Pass is activated (**Excess Data Fee**).
- 11.10 A Day Pass is activated upon the occurrence of the first type of usage described in 11.1 in an Eligible Country. The Day Pass Fee is charged to your account at this time.
- 11.11 Any discount relating to international roaming on your account will be removed unless it is an allowance linked to an eligible Enterprise Fleet Plan or Corporate Mobile Plan, in which case it may be applied to the Excess Data Fee but not the Day Pass Fee.

Usage

- 11.12 You may receive SMS Alerts relating to international roaming pricing and international data usage sent by us to a Post-Paid Mobile Service. You may opt out of receiving these

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Alerts unless otherwise prohibited by law or Our Customer Terms.

11.13 Your Data Allowance excludes the following usage:

- a) content charges (such as ring tones, apps, movies or songs);
- b) data used while in Australia or in overseas destinations other than in the Eligible Countries;
- c) The MMS Event Fee component of charges for an MMS sent overseas,

and you must pay for this usage separately at the rates set out in clause 2.7 of this Part I.

11.14 Usage in countries that are not Eligible Countries will be charged at the rates set out in clause 2.7 of this Part I.

11.15 **Standard numbers** are fixed lines and mobile numbers. **Non-Standard numbers** are satellite numbers, premium numbers and operator assisted calls. You will be charged separately for calls and SMS to non-standard numbers in accordance with clause 2.7 of this Part I.

Eligible Countries

11.16 Eligible Countries include the following: Argentina, Australia, Belgium, Brazil, Brunei, Bulgaria, Canada, Chile, China, Croatia, Czech Republic, Denmark, Egypt, Estonia, Fiji, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Indonesia, Ireland, Israel, Italy, Japan, Luxembourg, Macau, Macedonia, Malaysia, Mexico, Nauru, Netherlands, New Zealand, Norway, Papua New Guinea, Philippines, Poland, Portugal, Romania, Saudi Arabia, Serbia, Singapore, Slovak Republic, Slovenia, South Africa, South Korea, Spain, Sweden, Switzerland, Taiwan, Thailand, Turkey, UAE, UK, USA, Vanuatu.