



**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.

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### 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](#).

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### 2 International Roaming services

#### What are our International Roaming services?

##### What are our International Roaming services?

2.1 Our International Roaming service is subject to availability and 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.

##### Availability

2.2 You cannot use International Roaming in all countries. Destinations where international Roaming is available are subject to change. A list of currently participating destinations for International Roaming services excluding Telstra Wireless Machine to Machine (M2M) Service (section 9) and Ericsson Connectivity Management Service – Roaming Data Plans (section 10) is available from us or can be found at [telstra.com/roaming](https://telstra.com/roaming).

2.3 A list of participating countries and operators for International Roaming services for Telstra Wireless Machine to Machine (M2M) Service (section 9) and Ericsson Connectivity Management Service – Roaming Data Plans (section 10) are available in the relevant section.

2.4 In available destinations voice calls, SMS, MMS, and data services may not be available with all participating operators. The availability of services is dependent on a number of factors including destination, connectivity, the participating operator in that destination, coverage and the device you use.



## Part I – Heading Overseas (Roaming)

### Getting International Roaming

#### (a) Telstra Post-paid customers

Effective from 12 May 2015, International Roaming will be automatically provisioned on all new mobile and mobile broadband service for Consumer customers unless you're recontracting with your existing number and have previously opted to bar international roaming for that mobile service.

For Business customers, if we have elected to withdraw or to otherwise not automatically provision International Roaming for your service, you can:

- a) 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
- b) 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

Prepaid customers wishing to make calls using their Pre-Paid mobile service when overseas can activate an international roaming pack through the My Telstra app. International roaming is only available in selected countries.

Please see <https://www.telstra.com.au/mobile-phones/prepaid-mobiles/international-roaming> for details.

### Removing roaming capability

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



### Part I – Heading Overseas (Roaming)

#### Post-paid International Roaming Charges

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

- a) We will charge you the following for making and receiving voice calls on your Post-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 Caledon; Norway; Portugal; Rwanda; Solomon Islands; Swaziland; Taiwan; Tonga; United Kingdom; Vanuatu; Vietnam.
Zone 3 \$2.50/per minute	Bosnia and Herzegovina; Brunei Darussalam; 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; Switzerland; USA; Venezuela.
Zone 5 \$3.50/per minute	Bolivia; Botswana; Brazil; Bulgaria; China; El Salvador; Estonia; Georgia;; Honduras; India; Iran; Libya; Mauritius; Moldova; Nicaragua; Papua New Guinea; Samoa; Seychelles; Slovenia; Spain; 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; Myanmar; 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; Russian Federation; Saint Kitts And Nevis; Saint Lucia; Saint Vincent And The Grenadines; Saudi Arabia; Senegal; Serbia; Tajikistan; Tanzania; Trinidad and Tobago; Tunisia; Turkmenistan; Turks and Caicos Islands; Ukraine; Uzbekistan; Zambia; Zimbabwe.
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- b) We will charge you the following for sending and receiving SMS and MMS, and for using data services.

<b>International Roaming – SMS</b>	
<b>Postpaid International Roaming - SMS</b>	
Charges payable by you for sending an SMS	\$0.75
Charges payable by you for receiving an SMS	Nil.
<b>Postpaid International Roaming - MMS</b>	
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"> <li>• a video MMS to an Australian number</li> <li>• a picture or video to an International number</li> </ul>	\$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).
<b>International Roaming – transfer of packet data</b>	
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:



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- a) 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
- b) 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**

- 2.4 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.

#### **Billing for Telstra Post-Paid International Roaming Charges**

- 2.5 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.

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### **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 text +61101 for MessageBank Call Back - charges apply. 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.



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#### 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.
- 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



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- c) standard charges when roaming overseas for calls received from us connecting you to your MessageBank Mailbox (or calls made).

<b>MessageBank Roaming</b>	
Charges associated with MessageBank <ul style="list-style-type: none"> <li>- subscription to MessageBank</li> <li>- diversion to your MessageBank mailbox</li> <li>- retrieval (for network call to your MessageBank)</li> </ul>	Applicable subscription fee Standard call forwarding charges 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.

<b>Memo Roaming</b>	
Charges associated with Memo <ul style="list-style-type: none"> <li>- subscription to Memo</li> <li>- diversion to Memo and answered by Memo Operator</li> </ul>	Applicable Monthly Access Fee 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





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### MessageBank/Memo Roaming – overseas charges

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

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## 4 International Roaming Notification SMS

- 4.1 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**)
  - d) If you are on an upfront plan and have used all your daily Day Pass data allowance, you'll receive a notification with the option to purchase a data top-up.
- 4.2 You will only be able to receive Notification SMS if you have a mobile device which is capable of receiving SMS.
- 4.3 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).
- 4.4 If you are a consumer customer or a small business customer, you cannot opt-out of receiving Notification SMS.



Part I – Heading Overseas (Roaming)

**5 International Roaming Day Pass – Consumer and Small Business Plans**

**What is an International Roaming Day Pass**

- 5.1 With an International Roaming Day Pass you get a daily allowance for standard voice calls, SMS and data for use in Eligible Countries (**Day Pass**) during each day calculated from 00.01 to midnight AEST (**Day Pass Period**).
- 5.2 An applicable Day Pass charge is triggered when you use your eligible service overseas in an Eligible Country.

**Availability**

- 5.3 The Day Pass is available to eligible Telstra Consumer, Small Business Post-Paid Mobile customers or Enterprise Mobile customers that have a Consumer or Small Business Mobile Plans with International Roaming activated on their service.

**Minimum Term**

- 5.4 International Day Passes are available for use each day but are only charged when you use your service overseas in an Eligible Country.

**Pricing**

- 5.5 Each day a service is used in an Eligible Country, \$5 or \$10 will be charged to your account and the inclusions listed in the table below will be available for use that day in Australian Eastern Standard Time (**AEST**).
- 5.6 An International Day Pass includes unlimited calls and SMS to standard international numbers and 2GB data for use each day (AEST) when travelling in Eligible Countries.

	<b>Zone 1</b>	<b>Zone 2</b>	<b>Zone 3</b>
	<b>\$5/day (AEST)</b>	<b>\$10/day (AEST)</b>	<b>\$10/day (AEST)</b>
Calls to and from standard international numbers while in Eligible Countries	Unlimited	Unlimited	Unlimited
SMS to standard international numbers while in Eligible Countries	Unlimited	Unlimited	Unlimited
Data allowance for us in Eligible Countries	2GB/day	2GB/day	No data allowance
Duration	Expires daily (AEST)	Expires daily (AEST)	Expires daily (AEST)



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Excess Data Charge	\$10 per 2GB , valid for 31 days	\$10 per 2GB, valid for 31 days	No data allowance
Eligible Countries	To view eligible countries, go to: <a href="https://www.telstra.com.au/international-roaming">https://www.telstra.com.au/international-roaming</a>		

5.7 Unused data expires at the end of each day (AEST).

5.8 A standard number refers to local or international fixed-line and mobile numbers. Data usage is the amount of data you use to browse the internet, send and receive email and MMS, and use mobile apps.

#### Usage

5.9 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 Alerts unless otherwise prohibited by law or Our Customer Terms.

5.10 Your International Day Pass excludes the following usage:

- a) Data used in Eligible Countries in excess of 2GB (which will be charged at \$10 per 2GB, valid for 31 days, for usage in Eligible Countries);
- b) data used while in Australia, while on airplanes or cruise ships, or in overseas destinations other than in the Eligible Countries; and
- c) MMS (Event Fees), video calls or calls to non-standard numbers (satellite numbers, premium numbers and operator assisted calls);
- d) Content charges such as third party services, ring tones, apps, movies or songs;
- e) Usage in countries that are no Eligible Countries,

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

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## 6 International Roaming Day Pass – Enterprise and Government

### What is an International Roaming Day Pass?

6.1 An International Roaming Day Pass offers you a daily allowance to make and receive voice calls to and from standard numbers, send SMS to standard numbers, and use data in Eligible Countries (**Day Pass**) during each day calculated from 00.01 to midnight AEST (**Day Pass Period**).



### Part I – Heading Overseas (Roaming)

#### Availability

- 6.2 Day Passes are available to eligible Telstra Enterprise customers with International Roaming activated on their eligible Post Paid Mobile service.
- 6.3 Day Passes are not available:
- a) to Telstra Consumer or Small Business customers;
  - b) to Telstra Wholesale customers for resale; or
  - c) for any Post Paid Mobile services or offers that include an International Roaming allowance or which we consider are “Premium Plans” (such as Corporate Mobile Plus Executive and Global Plans).
- 6.4 Subject to 6.2 and 6.3, Day Passes are provisioned across all eligible Post Paid Mobile services on your account unless we agree otherwise.
- 6.5 International Roaming Frequent Traveller Data Plans or International Roaming Voice Plans provisioned on a Telstra Post Paid Mobile service will be removed when a Day Pass is provisioned and we will waive any associated early termination charges.
- 6.6 International Roaming Casual Traveller Data Packs and any other International Roaming service which expire 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.
- 6.7 Once a Day Pass has been provisioned to a Post Paid Mobile service, you cannot purchase or use any other in-market International Roaming offer with that service, unless we agree otherwise.

#### Minimum Term

- 6.8 You or we may cancel your Day Pass at any time.
- 6.9 We may suspend your Day Pass with 30 days written notice.
- 6.10 Where either party cancels the Day Pass in accordance with clause 6.8, the Day Pass Fee and the Excess Data Fee will no longer apply from the cancellation date, and you agree to pay any outstanding Day Pass Fees and Excess Data Fees incurred up to the cancellation date. After the cancellation date, 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, unless we agree otherwise.



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**Pricing and charging**

- 6.11 A Day Pass that has been provisioned to your Post Paid Mobile service is charged to your account when it is activated through the occurrence of any of the usage types set out in clause 6.1.
- 6.12 The following table sets out the fee for your chosen Day Pass (**Day Pass Fee**), the included allowances of your Day Pass, the Excess Data Fees and Eligible Countries:

	<b>Zone 1</b>	<b>Zone 2</b>	<b>Zone 3</b>
	<b>International Roaming \$5 Day Pass</b>	<b>International Roaming \$10 Day Pass</b>	<b>International Roaming \$10 Day Pass</b>
<b>Day Pass Fee (per Day Pass Period)</b>	\$5	\$10	\$10
<b>Calls to and from standard numbers (while in Eligible Countries during the Day Pass Period)</b>	Unlimited	Unlimited	Unlimited
<b>SMS to standard numbers (while in Eligible Countries during the Day Pass Period)</b>	Unlimited	Unlimited	Unlimited
<b>Data to use while in Eligible Countries during the Day Pass Period (unused data expires at</b>	2GB	2GB	No data allowance



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the end of each Day Pass Period)			
<b>Excess Data Fee</b>	\$10 per 2GB, valid for 31 days.	\$10 per 2GB, valid for 31 days.	No data allowance – PAYG only
<b>Eligible Countries</b>	<a href="#">International Roaming by Telstra Enterprise</a>		

6.13 **Standard numbers** are fixed lines and mobile numbers. **Non-standard numbers** are satellite numbers, cruise ship and airline numbers, premium numbers and operator assisted calls. You will be charged separately for calls to and from, and SMS to, non-standard numbers in accordance with clause 2.7 of this Part I, unless we agree otherwise.

6.14 Any discounts 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 Plus Plan, in which case it may be applied to the Excess Data Fee but not the Day Pass Fee.

**Usage**

6.15 You may receive SMS Alerts relating to International Roaming pricing and International Roaming data usage sent by us to a Post Paid Mobile service. You may opt out of receiving these Alerts unless you are required to receive them by law or by Our Customer Terms.

6.16 You may not be able to access your estimated voice/SMS and data usage from the Telstra spend management tools (eg #108# or telstra.com/mpm) to monitor your International Roaming usage.

6.17 Your Data Allowance excludes the following usage:

- a) content charges (such as ring tones, apps, movies or songs);
- b) data used while in Australia, while on airplanes or cruise ships, or in overseas destinations other than in the Eligible Countries; and
- 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, unless we agree otherwise.

6.18 Usage in countries that are not Eligible Countries will be charged at the rates set out in clause 2.7 of this Part I, unless we agree otherwise.

# Our Customer Terms

## Telstra Mobile Section



### Part I – Heading Overseas (Roaming)