



INDIGENOUS NATIONAL
TECHNOLOGY & TELECOM NETWORK

International Roaming

Rates

International Roaming



Information about the service

Here's a quick summary of all the important bits about your **International Roaming** availability and charges for the Mobile Broadband Plans and Mobile Plans.

International Roaming charges apply to your post-paid mobile phone service when you use it in countries outside Australia. It gives your mobile phone number access to international mobile phone networks and let you make and receive calls, send and receive SMS/MMS, and access mobile data (if available).

What's Included and Excluded?

International Roaming charges apply to usage of call, messaging and data services, including receiving calls and SMS/MMS messages.

Information about pricing

Usage of your Mobile for incoming and outgoing calls in countries outside Australia is charged outside of your standard monthly Access Fee. Rates for different services vary from country to country, according to the tables below.

| International Roaming Band Structure | Calls Made and Received per 60 secs. |
|--------------------------------------|--------------------------------------|
| Countries in Zone 1 | \$1.500 |
| Countries in Zone 2 | \$2.000 |
| Countries in Zone 3 | \$2.500 |
| Countries in Zone 4 | \$3.000 |
| Countries in Zone 5 | \$3.500 |
| Countries in Zone 6 | \$4.000 |
| Countries in Zone 7 | \$4.500 |
| Countries in Zone 8 | \$5.000 |
| Flag fall in all zones is \$0.75 | |
| International Roaming SMS | Per Message Sent |
| Sending SMS (per message) | \$0.750 |
| International Roaming Data | Per Megabyte |
| Data Roaming charges (per MB) | \$3.000 |

| Country | Zone | Data Available |
|---|------|----------------|
| Austria | 4 | YES |
| Belgium | 6 | NO |
| Bolivia | 5 | NO |
| Brazil | 5 | NO |
| Bulgaria | 5 | NO |
| Canada | 4 | YES |
| Cambodia | 4 | NO |
| China | 5 | YES |
| Cook Islands | 4 | YES |
| Croatia | 7 | NO |
| Czech Republic | 7 | NO |
| Denmark | 2 | YES |
| East Timor | 3 | YES |
| Egypt (Arab Republic) | 7 | NO |
| Estonia | 5 | NO |
| Fiji | 3 | YES |
| Finland | 1 | YES |
| Former Yugoslav Rep of Macedonia | 4 | YES |
| France | 3 | YES |
| Germany | 2 | YES |
| Greece | 2 | YES |
| Guernsey (UK) | 2 | YES |
| Hong Kong | 3 | YES |
| Hungary | 4 | YES |
| India (Limited to Delhi, Mumbai & Uttar Pradesh West) | 5 | NO |
| Indonesia | 6 | NO |
| Ireland | 3 | YES |
| Isle of Man (UK) | 2 | YES |
| Israel | 6 | NO |
| Italy | 2 | YES |

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| | | |
|------------------|---|-----|
| Japan | 4 | YES |
| Kenya | 7 | NO |
| Kuwait | 8 | NO |
| Latvia | 6 | NO |
| Lithuania | 7 | NO |
| Luxembourg | 2 | YES |
| Malaysia | 2 | YES |
| Malta | 8 | NO |
| Mexico | 7 | NO |
| Netherlands | 3 | YES |
| New Zealand | 1 | YES |
| Nigeria | 3 | YES |
| Norway | 2 | YES |
| Palestine | 6 | NO |
| Papua New Guinea | 5 | NO |
| Philippines | 4 | YES |
| Poland | 6 | NO |
| Portugal | 2 | YES |
| Qatar | 7 | NO |
| Romania | 6 | NO |
| Russia | 8 | NO |
| Samoa | 5 | NO |
| Singapore | 1 | YES |
| Slovak Republic | 4 | YES |
| South Africa | 1 | YES |
| South Korea | 3 | YES |
| Spain | 5 | NO |
| Sri Lanka | 7 | YES |
| Sweden | 3 | YES |
| Switzerland | 4 | YES |
| Taiwan | 2 | YES |

| | | |
|----------|---|-----|
| Thailand | 3 | YES |
| Tonga | 2 | YES |
| Turkey | 6 | NO |
| UAE | 5 | NO |
| UK | 2 | YES |
| USA | 4 | YES |
| Vanuatu | 2 | YES |
| Vietnam | 2 | YES |

All rates listed in \$AUD. Calls rates are shown per minute and charged with an initial flagfall plus an increment of 60 seconds and per 60 seconds thereafter.

GST does not apply to roaming charges.

Roaming Data Bolt-ons

International Roaming data bolt-ons are available on the Nano, Mini, Standard, Super and Max plans.

| Bolt-on | Amount of data | Cost inc GST |
|--------------------------------------|----------------|--------------|
| 100MB Roaming One-off bolt-on | 100MB | \$35 |
| 500MB Roaming One-off bolt-on | 500MB | \$160 |
| 1GB Roaming One-off bolt-on | 1GB | \$300 |

Note: Bolt-ons can only be used in countries where data is available.

How to activate International Roaming

In default, International Roaming is not activated. Before going overseas, please call **1300 76 11 58** to activate the service.

International Roaming can be deactivated at any time at no extra cost. Most devices offer the capability to block International Roaming.

International Roaming



Other Information

If you have any questions, we encourage you to contact your agent:

iNTTN

support@inttn.com.au

1300 76 11 58

Alternatively, you can contact MSS on 1300 525 275.

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on **1800 062 058**. For full contact information, visit: ***tio.com.au/about-us/contact-us***

Visit ***www.inttn.com.au*** to find more information about call and data usage.