



TrustTel
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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, outside of your standard plan.

Information about pricing

Rates for different services vary from country to country, according to the tables below. It is strongly recommended to choose a **Roaming Bolt on pack (see page 3)** to reduce costs.

International Roaming Band Structure	Calls Made and Received per 60 secs.
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Countries in Zone 1	\$1.500
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Countries in Zone 2	\$2.000
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Countries in Zone 3	\$2.500
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Countries in Zone 4	\$3.000
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Countries in Zone 5	\$3.500
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Countries in Zone 6	\$4.000
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Countries in Zone 7	\$4.500
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Countries in Zone 8	\$5.000
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Flag fall in all zones is \$0.75

International Roaming SMS	Per Message Sent
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Sending SMS (per message)	\$0.750
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International Roaming Data	Per Megabyte
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Data Roaming charges (per MB)	\$3.000
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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 in certain countries, contact us for more information

Bolt-on	Data included	Call minutes & SMS	Cost inc GST
5 day pack	800MB	60 mins & 60 SMS	\$45
10 day pack	2GB	150 mins & 150 SMS	\$80
20 day pack	6GB	360 mins & 360 SMS	\$150

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

Please note you MUST contact TrustTel on 1300 967 108 BEFORE you travel to ensure that the roaming service AND Bolt-on is applied to your service or your service may not function, or could be charged at standard rates. See next page for more

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How to activate International Roaming

In default, International Roaming is not activated. Before going overseas, please call **1300 967 108** to activate the service, or contact us via our website or email.

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

Other Information

If you have any questions, we encourage you to contact us on the details below

Trusttel

service@trusttel.com.au

1300 967 108

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.trusttel.com.au to find more information about call and data usage.