

We offer a mobile data service to our Customers but at this stage, no direct mobile voice services, except Internet Telephone Services such as Skype or VOIP (voice over Internet Protocol) whilst using our mobile data services. International Roaming gives you access to make and receive calls, texts and emails and access the internet and other services on your mobile service whilst overseas.

## With International Roaming you can:

- Use your mobile data service on over 360 networks, in more than 170 destinations around the world;
- Remain in touch with family and friends back home;
- Keep your Australian email ID, making it easy for anyone who wants to contact you;
- Avoid expensive calls from hotels or the inconvenience of public phones;
- Have all charges incurred overseas conveniently billed back to your mobile account, in Australian dollars.

Roaming is not automatically activated on your mobile service. If you are heading overseas, you will need to request to have International Roaming activated before you depart. Important information about our International Roaming service is below:

## International Roaming Tips

International Roaming is a convenient option if you would prefer to use your own mobile service and/or mobile number whilst overseas. However, the costs of roaming can be much higher than your usual usage charges within Australia and are excluded from any 'included value' in your plan. Here are some things you should know before activating this service, and some tips to help you minimise your costs and avoid 'bill shock'.

## How to avoid 'Bill Shock'

- All roaming charges are excluded from your mobile plan's included monthly allowance values, including bolt-on data plans for GPRS/3G and BlackBerry usage.
- Charges apply for both making and receiving a call whilst roaming overseas.
- International Roaming rates are subject to change without notice, due to fluctuations in international currency exchange rates and changes to charges imposed by the overseas network.
- It may take several months for roaming charges to appear on the account holder's bill.
- GPRS/3G Data usage includes access to email, WAP services, content downloads and internet browsing directly from your mobile device or by using the mobile device as a tethered modem (via Infrared, Bluetooth, cable etc.). International Roaming charges apply to all usage via any Access Point Name (APN), including BlackBerry.
- Check your handset will work in the countries you plan to visit. Destinations such as USA, Japan, and Korea have networks that may not be compatible with your handset. Some networks may operate on a frequency that is not compatible with your handset and you may need to source an alternative handset. For countries where international roaming is not available, users may need to source a domestic mobile service (with a new mobile service number) from within that country.
- Ensure the phonebook numbers you plan to remain in contact with are saved in international format so you can call Australia from your handset's phonebook in the usual way.
- If you're unsure what your charges are or need help while you're roaming, please Contact Us

## Minimising costs when using your mobile service overseas

- Use SMS rather than mobile phone calls to keep in contact and encourage your friends and family to do the same by telling them how much it costs you when they call you overseas.
- Turn off any messaging diversions you may have such as Voicemail, to avoid Voicemail message retrieval costs while travelling.
- Consider setting up an unconditional diversion before you depart so:
  - All calls from Australia will go to a message service in Australia and not to your mobile phone, thereby avoiding the

international call rates;

- You can collect these messages when it is convenient for you and return the important calls.
- Turn your mobile off when you are not using it, to avoid calls from people who may not realise you are overseas.
- Turn off Data Roaming while overseas.
- Turn off Location Settings and Push/Pull email features (i.e. 'always on internet' connection).
- To avoid accidental use and unnecessary roaming charges, remember to lock your mobile's keypad after use.
- Where possible, consider alternative ways of staying in touch, such as:
  - Wi-Fi access;
  - Travel or Local Mobile Network SIM Cards;
  - Internet Telephone Services such as Skype or VOIP (voice over Internet Protocol);
  - Pre-paid or post-paid calling cards that you can use on mobiles and fixed line numbers.

**Data roaming can be used in many ways such as:**

- Sending and receiving email and MMS
- Mapping tool applications such as Google™ Maps
- Accessing Smartphone functions like weather updates, Facebook®, YouTube™, MySpace™ or Twitter™.

All browsing, downloading or use of data (including email and BlackBerry data usage) on your mobile outside Australia will incur data roaming charges of \$0.20 per 10 KB (i.e. \$20.48 per MB, billed in 10 KB blocks).

Note: Data roaming charges are excluded from your mobile plan's included monthly allowance values, including bolt-on data plans for GPRS/3G and BlackBerry usage.

**Automatic data usage when roaming:**

Some applications may have a set schedule to check for regular updates. You will either need to reduce these to minimise your data roaming charges, or switch them off altogether to avoid data roaming occurring.

Some Smartphones, including iPhones and BlackBerry® handsets have features called 'Push' or 'Pull' email where emails are automatically sent to the handset (Push Email) or the handset checks the network to see if any emails are waiting to be received based on a set time frame e.g. once every 5 minutes (Pull Email).

IMPORTANT: Both Push and Pull email will incur data roaming charges. It is recommended these functions and Data Roaming be turned off while roaming.

For further instructions on how to turn data roaming off when you are overseas, please refer to your device user guide

**International Roaming Zones**

We provide our customers with a simplified pricing structure for International Roaming, by grouping countries into 5 simple price zones.

Identify the zone of the destination country in the table below and then refer to the table below for the indicative charges applicable for that zone.

Note: Some countries have specific handset requirements for certain services. Some are listed below but we recommend you check the requirements yourself before you travel.

Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
Bangladesh	Botswana	Algeria	Anguilla	Afghanistan
Cyprus	Curacao & Bonaire	Austria	Antigua & Barbuda^	Albania
Isle of Man	East Timor	Bahrain	Aruba	Argentina^
Macau	Finland	Brunei	Barbados	Armenia
Norway	Georgia	Costa Rica	Belgium	Azerbaijan
	Ghana	Denmark	Bermuda^	Belarus
	Greece	El Salvador †	Bolivia^	Belize^
	Malaysia	Faroe Islands	Bosnia Herzegovina	Bhutan
	Oman	Fiji	Brazil	Cameroon
	Pakistan	France	Bulgaria	Chile^
	Singapore	Gibraltar	Cambodia	China
	South Africa	Guam &	Canada^§	Croatia
	Taiwan	The Northern Marianas^	Cayman Is.	Czech Republic
	Thailand	Hong Kong	Colombia^	Dominican Republic^
	Vietnam	Iceland	Cook Islands	Egypt
	Iran	Germany	Estonia	
		Japan‡	Grenada	Ethiopia*
		Jersey	Guatemala	French Guiana
		Jordan	Guernsey	Guinea
		Korea (South)‡	Guinea Bissau	India
		Laos	Guyana	
		Lebanon	Haiti	
		Liberia	Hungary	
		Liechtenstein	Indonesia	Israel
		Luxembourg	Iraq	Ivory Coast
		Mauritania*	Ireland	Kazakhstan
		Monaco	Italy	Kenya
		Nauru	Jamaica	Kuwait
		Netherlands	Kyrgyzstan	Latvia
		New Caledonia	Macedonia	Lithuania
		New Zealand	Malawi	Madagascar
		Nigeria	Maritime	Maldives
		Puerto Rico^	Mauritius	Malta
		Seychelles	Mozambique	Mexico^
	Slovak Republic	Namibia	Mongolia	
		Sudan	Nepal	Morocco
		Switzerland	Papua New Guinea	Panama‡
		Tonga	Palestine	Peru^
		UK	Paraguay^	Portugal
		Uganda	Philippines	Qatar
		Uruguay	Poland	Reunion Islands
		USA^§	Samoa	Romania
		US Virgin Is.^	San Marino	Russia
		Vanuatu	Senegal	Saudi Arabia
		Yemen	Slovenia	Serbia & Montenegro
			Solomon Islands	Sri Lanka
			Spain	Tajikistan

Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
			St. Lucia	Tanzania
			St Kitts & Nevis	Turkey
			St. Vincent	Ukraine
			Sweden	Uzbekistan
			Syria	Zimbabwe
			Tahiti	
			Trinidad	
			Tunisia	
			Turks & Caicos	
			United Arab Emirates	
			Vatican City	
			Venezuela <sup>^†</sup>	
			Zambia	

<sup>^</sup> Requires a GSM 1900MHz compatible (tri-band) handset

<sup>†</sup> Requires a GSM 850MHz compatible (quad-band) handset

<sup>‡</sup> Requires a W-CDMA (3G) compatible handset

<sup>§</sup> Requires a 3G 850/1900 handset for 3G Roaming

\* SMS services not currently available here

#### Things to note:

- In the vast majority of countries you should be able to utilise SMS and incoming and outgoing phone calls however we make no guarantee regarding the quality and availability of coverage or any services (e.g. SMS, GPRS/3G Data) on overseas networks, whilst using International Roaming.
- Some overseas networks may not offer the same services that are available with your mobile service in Australia (e.g. web browsing) therefore you may not have access to all functions your mobile phone is capable of.
- Data Roaming requires a mobile phone that is compatible for GPRS/3G Data use on the overseas network.
- To make and receive Video Calls, both the calling and receiving parties require a 3G compatible mobile phone and must be located in a 3G coverage area on an overseas network that supports video calling. Video calling must also be activated on your mobile service with your local provider before you leave Australia.
- Some networks may operate on a frequency that is not compatible with your current handset and you may therefore need to source an alternative handset./ Some handsets may not be supported by all networks.
- For countries where International Roaming is not available, users may need to source a domestic mobile service (with a new mobile service number) from within the applicable country.

#### Data Roaming discounts when using Bridge Alliance Networks in Asia

Our mobile data customers are connected to the Optus Digital Mobile Network and may receive discounted data roaming rates when roaming on other Bridge Alliance Networks in Asia.

#### Current Bridge Alliance members:

Hong Kong through CSL, India through Airtel, Indonesia through Telkomsel, Korea through SK Telecom, Macau through CTM, Malaysia through Maxis, Philippines through Globe, Singapore through Singtel, Taiwan through Taiwan Mobile and Thailand through AIS.

#### Bridge Alliance Roaming Rates:

GPRS/3G Data per KB on Bridge Alliance Networks (includes BlackBerry data). \$0.015 per kilobyte of data uploaded or downloaded using the roaming service and charged in 10 kilobyte increments. This special rate applies to data usage only on the listed Bridge Alliance networks.

Standard GPRS/3G Data per KB (includes BlackBerry data). \$0.02 per kilobyte of data uploaded or downloaded using the roaming service and charged in 10 kilobyte increments. This rate applies to all data usage on other operator networks.

**How to select a Bridge Alliance Network once you are overseas:**

- Step 1: Go to 'Main Menu' on your handset
- Step 2: Select 'Settings'
- Step 3: Select 'Network' or 'Connectivity'
- Step 4: Select 'Operator selection' or 'Search Mode'
- Step 5: Select 'Manual' and your phone will search for mobile networks available in your location
- Step 6: Depending on your travel destination, you can select the preferred Bridge Alliance network

Typically, these steps will work on most handsets. To change back to automatic network selection, repeat Step 1 to 4 and then for Step 5, select 'Automatic' and your phone will revert to selecting an available network automatically.