



INTERNATIONAL CASUAL TRAVELLER DATA PACKS

INFORMATION ABOUT THE SERVICE

For a once-off charge, International Casual Traveller Data Packs give eligible Telstra Mobile Broadband (excluding BigPond® Mobile Broadband) customers an allowance towards data usage in selected countries for 30 days (**Data Allowance**).

You can use your Data Allowance in the following countries:

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

The list of selected countries is correct as at December 2014 but may change from time to time. You can view the current list at telstra.com.au/roamingpacks

To find out whether your device will be compatible in the destinations you are visiting go to telstra.com.au/roaming

Availability

International Casual Traveller Data Packs aren't available to customers on BigPond Mobile Broadband plans and Post-Paid mobile plans.

Minimum term

Your International Casual Traveller Data Packs expires 30 days after the date you purchase it and any unused Data Allowance will expire at this time.

You can't cancel your International Casual Traveller Data Packs once you've purchased it.

What's included

You can use your Data Allowance towards data usage in selected countries for 30 days.

Data usage is the amount of data you use (ie upload and download) accessing the internet. If you're not sure how much data you might need, then use the Data Usage Calculator to help you estimate your data usage needs at telstra.com.au/info/roaming

What's not

Your Data Allowance can't be used for:

- data usage in destinations not covered by your International Casual Traveller Data Packs
- data usage in Australia
- content charges such as apps, movies or songs; or
- voice calls, SMS or MMS fees using International Roaming.

You must pay for this usage separately.

INFORMATION ABOUT PRICING

Once-off data pack charge	Included allowance
\$29	100MB
\$85	300MB
\$160	600MB
\$350	1.5GB

Any unused Data Allowance expires after 30 days. You'll be charged data costs of \$3 per MB (charged per KB or part thereof), for any usage that exceeds your Data Allowance.

These rates are correct as at December 2014 and may change from time to time. You can find our current rates at telstra.com.au/roamingpacks

OTHER INFORMATION

Using your service overseas

The cost of using your service overseas is much higher than in Australia. Your monthly plan allowance does not include use while you're overseas, so you will be charged separately for this usage.

To help estimate how much data you will need to use while you're overseas, go to telstra.com/overseas

Here are the main charges that apply:

- calls and SMS while overseas – for call and SMS rates, see telstra.com.au/roaming
- data while overseas – \$3 per MB (charged per KB or part thereof).

Usage alerts and spend management tools

We automatically send you SMS alerts (if your device is capable of receiving SMS) to notify you of pricing information for each country you roam to.

You'll also receive SMS alerts when you use 50%, 85% and 100% of your data pack allowance. For any data used outside of your allowance, we will send you SMS alerts every time you use more than \$100 of 'pay as you go' data

We also have spend management tools to help you monitor your international roaming usage. For more information, including how to register for these tools, visit telstra.com/manageirusage

We're here to help

If you have any questions about your offer, technical support, service or connection please log onto telstra.com which includes 24/7 live chat support. Alternatively, please call us on 13 2200 or our Disability Enquiry Hotline on 1800 068 424 (voice) and 1800 808 981 (TTY).

To report technical issues while overseas, you can call our 24/7 International Roaming Helpdesk free of charge from a Telstra service on +61 439 12 5109.

If you call the International Roaming Help desk from a non-Telstra service you will incur normal international call charges.

When in Australia, you can call the International Roaming Helpdesk on 12 5109 free of charge from your Telstra Post-Paid mobile.

Complaints or disputes

If you have a problem or complaint about your service, go to telstra.com/complaints where you'll find full contact details and information about how to resolve it.

Further investigation

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 go online at tio.com.au/about-us/contact-us

This is a summary only – the full legal terms for this plan are contained in your agreement with Telstra including Our Customer Terms, which is available at telstra.com.au/customer-terms/