MOBILE INTERNATIONAL ROAMING

INFORMATION ABOUT THE SERVICE

What Is International Roaming?

International roaming means you can travel overseas while continuing to use your Australian mobile service. No SIM swapping is required to use data or to call and text with your Australian mobile number.

What Is an International Roaming Pack?

An International Roaming Pack allows you to make and receive a set amount of standard voice calls and SMS, and includes a data allowance to use in eligible countries. Usage includes making and receiving a call, sending an SMS or using mobile data.

How Does International Roaming Pack Work?

Prior to departure, please contact our Customer Care Team on **1300 951 854** to ensure that International Roaming is enabled on your service. Once enabled and you arrive at an eligible country, you will automatically receive a welcome message when you turn on your phone. The welcome message will have details on how to activate the International Roaming Pack. To activate, simply send a 'pack code' i.e. ROAM5, ROAM10, or ROAM3 to 179. Once activated, you will receive a text message confirmation and you can start roaming. Once the pack expires or runs out of all or some included allowances, you can activate another pack. If you activate the same pack type, all allowances will reset. If you activate a different pack type and the old pack is still valid for some allowances, only the Data allowance will reset and you'll continue using the Calls and SMS allowances from your first pack until it expires. Please contact our Customer Care Team for further details.

Pack Roaming Periods and Expiration Time

International Roaming Packs come with variable roaming periods that will expire at 23:59:59PM on the day of expiry. The roaming pack will always use AEST (or AEDT) to determine the time, regardless of the country you are in. The time period from activation until midnight AEST on the activation date does not count towards the pack's roaming period limit.

Usage Alerts

To better manage your call, sms and data usage, you will receive the following usage alerts: data volume 50%, 85% and 100% depleted, call minutes 50%, 85% and 100% depleted, and sms 50%, 85% and 100% depleted.

Eligible Countries

An International Roaming Pack can be used in the following countries: Austria, Belgium, Brazil, Bulgaria, Cambodia, Canada, Chile, China, Colombia, Croatia, Czech Republic, Denmark, Egypt, Estonia, Fiji, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Indonesia, Ireland, Isle of Man, Israel, Italy, Japan, Kenya, South Korea, Latvia, UK Channel Island (Guernsey), Lithuania, Luxembourg, Macau, Macedonia, Malaysia, Mexico, Netherlands, New Zealand, Nigeria, Norway, Papua New Guinea, Philippines, Poland, Portugal, Qatar, Romania, Russia, Samoa, Saudi Arabia, Singapore, Slovak Republic, Slovenia, South Africa, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Tonga, Turkey, UAE, UK, USA, Vanuatu, Vietnam.

What Happens If I Travel to a Non-Eligible Country

If you travel to a country that's not listed in Eligible Countries, you will not be able to roam. We suggest that you purchase a local SIM to make and receive calls, and use mobile data.

Full Terms

Information and pricing is correct at the time of publication and is subject to change. All pricing is **inclusive of GST**. This information is a summary only. For full details of the Customer Terms and Company Policies, please visit **businessco.com.au/policies-legal**.

Contact Us

BusinessCo is committed to excellence in customer service and advice to its business customers. If you have any questions regarding the service please call **1300 951 854** or visit **boldmediagroup.com.au/contact-us**

INFORMATION ABOUT THE PRICING

ACCESS FEE and ALLOWANCES

BUSINESS MOBILE INTERNATIONAL ROAMING PACKS	PACK ROAM5	PACK ROAM10	PACK ROAM3
ACCESS FEE	$50	$100	$90
Roaming Period Limit	7 Days	14 Days	3 Days
Included DATA Allowance	5 GB	10 GB	3 GB
Included CALLS Allowance	30 Mins	60 Mins	300 Mins
Included SMS Allowance	30	60	300