

INTERNATIONAL ROAMING



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Information about the service

Here is a quick summary of all the important things about your Postpaid Optus Mobile International Roaming facility. It covers things like the length of your contract and how much you need to pay. International Roaming charges apply to your post paid mobile phone service when you use it in countries outside Australia. It gives you access to mobile phone networks, your mobile phone number and lets you make and receive calls, send and receive messages and access mobile data.

What's included and Excluded?

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

Information about pricing

Usage of your Mobile 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.

Post-Paid AutoRoam Rates	Zone 1	Zone 2	Other (Sat, Aero, Marine)
National Voice Calls within the same country (per minute)	\$1.43	\$2.86	\$5.72
International Voice Calls outside the country you are in (per minute)	\$1.43	\$2.86	\$5.72
To receive Voice Calls (per minute)	\$1.43	\$2.86	\$5.72
National Video calls within the same country (per minute)	\$1.43	\$2.86	\$5.72
International Video Calls outside the country you are in (per minute)	\$1.43	\$2.86	\$5.72
To receive Video Calls (per minute)	\$1.43	\$2.86	\$5.72
Flagfall (per outgoing Voice and Video Call)	\$0.00	\$0.00	\$0.00
SMS to a Australian number (per 160 characters)	\$0.72	\$1.43	\$1.43
SMS to a non-Australian number (per 160 characters)	\$0.72	\$1.43	\$1.43
To receive SMS	\$0.00	\$0.00	\$0.00
MMS to an Australian number (per message)	Standard domestic rate + data @8¢/10MB	Standard domestic rate + data @10¢/10MB	Standard domestic rate + data @\$15.50 per MB
MMS to a non-Australian number (Data per MB)	\$0.72 + Data @ 8¢/10MB	\$1.43 + Data @10¢/10MB	\$1.43 + Data @ \$15.50 per MB
To receive an MMS (per Message)	\$0.72 /MB	\$1.43 /MB	\$15.50/ MB
GPRS/3G Data (per 10kb)	\$0.008	\$0.015	\$0.22

All rates listed in \$AUD. Voice and Video Call rates are shown per minute and charged with an initial increment of 60 seconds and per 30 seconds thereafter. GST does apply to roaming charges (with the exception of the standard SMS, MMS, international SMS and international MMS rates).



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International Roaming Country Zone Listing

ZONE 1	ZONE 1 (Cont.)	ZONE 1 (Cont.)	ZONE 2	ZONE 2 (Cont.)	ZONE 2 (Cont.)
Afghanistan	Ireland	Singapore	Algeria	Ivory Coast	Sierra Leone
Albania	Italy	Slovak republic	Angola	Jamaica	South Africa
Armenia	Japan	Slovenia	Antigua	Jordan	South Sudan
Austria	Hungary	Spain	Argentina	Kenya	Sudan
Azerbaijan	India	Sri Lanka	Bahrain	Kuwait	Syria
Bangladesh	Indonesia	Sweden	Belize	Lebanon	Tanzania
Belarus	Kazakhstan	Switzerland	Bermuda	Liberia	Trinidad & Tobago
Belgium	Korea	Taiwan	Botswana	Madagascar	Tunisia
Bhutan	Kyrgyzstan	Tajikistan	Brazil	Malawi	Uganda
Bosnia & Herzegovina	Laos	Thailand	Burkina Faso	Mali	United Arab Emirates
Brunei	Latvia	Timor	Cameroon	Mauritania	Uruguay
Bulgaria	Liechtenstein	Turkey	Chad	Mauritius	Yemen
Cambodia	Lithuania	Ukraine	Chile	Mexico	Zambia
Canada	Luxembourg	United kingdom	Columbia	Morocco	Zimbabwe
China	Macau	United States	Congo	Mozambique	
Croatia	Malaysia	Uzbekistan	Congo (DRC)	Namibia	
				Netherlands Antilles	
Cyprus	Maldives	Vietnam	Costa Rica		
			Dominican Republic	Niger	
Czech Republic	Malta		Egypt	Nigeria	
Denmark	Mongolia		EL Salvador	Oman	
Estonia	Montenegro		Ethiopia	Palestine	
Faroese Island	Nepal		French Guiana	Panama	
Finland	Netherlands		Gabon	Panama	
France	Norfolk Island		Ghana	Paraguay	
Georgia	Norway		Guatemala	Peru	
Germany	Pakistan		Guinea	Qatar	
Gibraltar	Philippines		Guinea Bissau	Reunion	
Greece	Poland		Guyum	Saudi Arabia	
Greenland	Portugal		Iran	Senegal	
Guam	Romania		Iraq	Seychelles	
Hong Kong	Russia				



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Standard Call, SMS and Data charges

Call	A 2 minute standard call will cost you \$2.86 in countries in Zone 1, \$5.86 in countries with Zone 2 and \$11.44 in Aero or Marine
SMS	A message to an Australian mobile number will cost you \$0.72 in countries in Zone 1, \$1.43 in countries in Zone 2 or Aero or Marine
Data Usage	Data is charged at \$0.72 per MB in countries in Zone 1, \$1.43 per MB in countries Zone 2 and \$15.50 per MB in Aero or Marine

Early Termination Fee

This service can be cancelled at any time. The amount owing for the service will be the cost of charges incurred up until the time of cancellation of the service. Blocking and Unblocking of access can be done by calling us on 1300 857 935

Other Information

We're here to help

If you have any questions, just call us on 1300 857 935 so we can serve you better. Or you can visit us at www.icb.com.au for additional information including access information about your usage of service.

Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at [INSERT WEB ADDRESS](#). You can also contact the Telecommunication Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au>.



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