



INTERNATIONAL ROAMING WITH YOUR
TELSTRA DEVICE

INTERNATIONAL ROAMING TRAVELLERS GUIDE



Australia

 Contact UBT Technology for further information
Call: 1300 01 01 02 Opt 1 | Email: telco.au@ubteam.com

INTERNATIONAL ROAMING WITH YOUR TELSTRA DEVICE

INFORMATION ABOUT INTERNATIONAL ROAMING

International Roaming charges apply to your post-paid Telstra 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 is enabled by default on your device - [please contact us on 1300010102 Option 1 or email telco.au@ubteam.com before you travel](mailto:telco.au@ubteam.com) if you DO NOT wish to use your device for calls, SMS or data whilst overseas. International Roaming Day Pass fees or PAYG charge apply to usage of call, messaging and data services, including receiving calls and SMS messages. Some international carriers in your country of travel may choose to disable roaming Hotspot or tethering access and UBT is unable to over-ride that.

INFORMATION ABOUT PRICING

Charges will depend on which country you travel in and what plan your service bills on with UBT. This will determine if you are automatically billed a International Roaming Pass, if your mobile plan covers international roaming usage, or if you are charged PAYG rates for all calls you make/receive, SMS sent, & data used. Please read the below carefully.

IMPORTANT

Use of mobile devices in airplanes, airports and when at sea is not covered by your roaming plan, and any charges incurred in such use will charge on your invoice at PAYG rates.

INTERNATIONAL ROAMING DAY PASS

CHARGE PER DAY (or part thereof)	INCLUSIONS PER DAY	EXCESS DATA CHARGE**	EXAMPLE OF DAILY CHARGES
\$5.50	New Zealand Only Unlimited Standard Voice/SMS/2GB Data	\$11 per 2GB (1024MB) Automatic Data Top Up	2.5 days = \$16.50
\$11	Unlimited Standard Voice/SMS/2GB Data	\$11 per 2GB (1024MB) Automatic Data Top Up	2.5 days = \$33

INTERNATIONAL ROAMING MONTHLY PASS

CHARGE PER DAY (or part thereof)	INCLUSIONS FOR MONTH	EXCESS DATA CHARGE**	EXAMPLE OF CHARGES
\$66.00	Unlimited Standard Voice/SMS/8GB DATA	\$11 per 2GB (1024MB) Automatic Data Top Up	15 days = \$60.00

** Those who exceed their allowance of 2GB (Day Pass) or 8GB (Monthly Pass) will automatically receive a Data Top-Up charged at \$11 per 2GB (2048MB) block of data (valid for 31 days).

This Daily Fee is automatically applied when travelling in the Eligible Countries below – you do not have to contact us prior to travel. Day Pass period covers from 00.01 to midnight each day according to AEST.

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Eligible Countries

Argentina	Armenia	Austria	Bahrain	Bangladesh	Belgium
Brazil	Bulgaria	Cambodia	Canada	Chile	China
Croatia	Czech Republic	Denmark	Timor-Leste (East Timor)	Egypt	Estonia
Fiji	Finland	France	Germany	Guatemala	Greece
Hong Kong	Hungary	India	Indonesia	Ireland	Isle of Man
Israel	Italy	Japan	Kazakhstan	Latvia	Lithuania
Luxembourg	Macedonia	Malaysia	Mexico	Nauru	Netherlands
Nigeria	Norway	Panama	Papua New Guinea	Philippines	Poland
Portugal	Qatar	Romania	Russia	Saudi Arabia	Serbia
Singapore	Slovak Republic	Slovenia	Solomon Islands	South Africa	South Korea
Spain	Sri Lanka	Sweden	Switzerland	Taiwan	Thailand
Tonga	Turkey	Ukraine	UAE	UK	USA
Vanuatu	Vietnam				

PAY AS YOU GO (PAYG)

If you travel outside of the Eligible Countries covered by the International Roaming Day Pass, then your usage is charged at PAYG rates. Full rates available [HERE](#)

EXAMPLE OF CHARGES WHEN USING YOUR TELSTRA MOBILE OVERSEAS

	INTERNATIONAL MONTHLY ROAMING PASS	NEW ZEALAND ROAMING DAY PASS	INTERNATIONAL ROAMING DAY PASS
FEE CHARGED	\$66.00	\$5.50	\$11
MAKING A CALL FROM NEW ZEALAND	\$0	\$0	\$0
RECEIVING A CALL WHILE IN NEW ZEALAND	\$0	\$0	\$0
SMS (160 characters)	\$0	\$0	\$0
DATA	\$0 until 8GB monthly data inclusion used, then excess data \$11 per 2GB	\$0 until 2GB data inclusion used per day, then excess data \$11 per 2GB	\$0 until 2GB data inclusion used per day, then excess data \$11 per 2GB

Note: 1024MB = 1GB

CALLS/SMS WHILE OVERSEAS

To call back to Australia from an overseas destination from your handset:

Dial: ***61**, State Area code without Zero, then the phone number.

Example 1: To call NSW from an overseas

destination dial: ***61 2 88316097**

Example 2: To call an Australian portable phone from

overseas dial ***61 448123456**

Ensure when sending SMS back to Australia you use **+61 prefix for Australia Country Code**.

The + is obtained by pressing the * key once (Star key on the left side of the numeral 4 key). You also need to remove the ZERO of the area code you are calling to within Australia.

Example: **+61 448123456**

Your Phone should automatically find the local networks overseas, however if you cannot make calls you can manually search and select for local phone networks.

Android:

- Go to Settings
- Network Connections
- More Networks
- Mobile Networks
- Ensure "Data Roaming" is ticked Network Operators
- Search Networks to cycle through different networks
- until you find one that has a working data & call connection

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ACCESSING YOUR VOICE MAIL WHILE OVERSEAS

As we utilise multiple international / local carriers and infrastructure overseas accessing your voicemail may be different as you pass through different countries. Either;

•Dial 101 or #101# or +61101

TROUBLESHOOTING

If your mobile phone isn't working properly, there may be a simple reason why.

Check through this list of common faults that could be hampering the operation of your mobile phone.

1. Check your mobile SIM card is correctly inserted.
2. Check whether you are in a selected local digital network's coverage range (i.e. check the signal strength on your phone if that is provided).
3. Is your phone connected to the local network? (i.e. is there a network name displayed on the screen of your phone?)
4. Are there any call forwarding or call barring settings on your phone preventing you from making or receiving calls?
5. Are you inputting the necessary codes when making national and international calls?

If you still can't find any fault, turn the phone off and on again. If you are still experiencing problems, call us on **1300 01 01 02** or email telco.au@ubteam.com.

LOST OR STOLEN

If your phone or SIM card is lost or stolen, please phone **1300 01 01 02** or send an email to telco.au@ubteam.com.

Your SIM card and phone should be PIN protected so it cannot be misused.

To set the PIN for your phone, refer to your phone user manual.

Please ensure your PIN is not stored with your SIM card.

MAKING EMERGENCY CALL – 112

This will connect you to the Emergency Services in the country you are in if it has a GSM network. You do not even have to have a SIM card in the phone – it will work provided the phone is working, there is a GSM signal and the battery is charged and attached.

HOW YOU'LL BE BILLED

All charges are billed directly to your mobile account in Australian dollars.

The length of your trip, the time it takes the overseas network you were in to process billing information to Telstra and the time at your mobile bill is issued will determine when your International Roaming charges appear on your account.

Please Note: This may be up to 3 months after you return from overseas.