



INTERNATIONAL ROAMING WITH OPTUS



CREATING POSSIBILITIES



INFORMATION ABOUT THIS DEVICE

International Roaming charges apply to your post-paid Optus 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 disabled by default on your device - [please contact us on 1300010102 Option 1 or telco.au@ubteam.com before you travel](#) if you wish to use your device for calls, SMS or data whilst overseas. International Roaming charges apply to usage of call, messaging and data services, including receiving calls and SMS messages. Hotspot is not enabled on Optus devices therefore will not be able to be used whilst overseas.

INFORMATION ABOUT PRICING

When you contact our office to enable international roaming, we recommend you also apply for a Daily International Roamer Pack to reduce your costs. The Pack remains active against your mobile indefinitely, with daily charges only applicable when the device leaves Australia and is turned on. If you wish to have the Pack removed or changed, simply contact us on 1300010102 Opt 1 or [telco.au@ubteam.com](#).

DAILY INTERNATIONAL ROAMER PACKS

CHARGE PER DAY (or part thereof)	COUNTRIES INCLUDED	INCLUSIONS Per Day	EXAMPLE OF DAILY CHARGE**
\$5.50	NZ Only	Unlimited Voice/SMS/300MB Data	2.5 days = \$16.50
\$11.00	60 Eligible Countries ^^	Unlimited Voice/SMS/1GB Data	2.5 days = \$33.00

^once daily data inclusion is exceeded, excess charges of \$0.0165 per MB (\$16.50 per GB) will apply in addition to the daily charge.

60 Eligible Countries

ARGENTINA, AUSTRIA, BANGLADESH, BELGIUM, BRAZIL, BULGARIA, CAMBODIA, CANADA, CHILE, CHINA, COLOMBIA, CROATIA, CZECH, REPUBLIC, DENMARK, ESTONIA, FIJI, FINLAND, FRANCE, GERMANY, GREECE, HONG KONG, HUNGARY, INDIA, INDONESIA, IRELAND, ISRAEL, ITALY, JAPAN, REPUBLIC OF KOREA, MACAU, MALAYSIA, MALTA, MEXICO, NETHERLANDS, NEW ZEALAND, NORWAY, PAKISTAN, PAPUA NEW GUINEA, PHILIPPINES, POLAND, PORTUGAL, QATAR, RUSSIAN FEDERATION, SAMOA, SAUDI ARABIA, SINGAPORE, SLOVAKIA (SLOVAK REPUBLIC), SOUTH AFRICA, SPAIN, SRI LANKA, SWEDEN, SWITZERLAND, TAIWAN, PROVINCE OF CHINA, THAILAND, TURKEY, UK, UNITED ARAB EMIRATES, USA, VANUATU, VIETNAM.

PAY AS YOU GO (PAYG)

If you travel outside of the Eligible Countries covered by the Pack, then your usage is charged at the below PAYG rates.

Rates for Roaming 'Rest of World' (any country not in 60 Eligible Country list)	First Minute [^]	For every 30 seconds after the first minute ^{^^}
To make and receive voice and video calls whilst roaming	\$1.65	\$0.83
To send an SMS (up to 160 characters) whilst roaming	\$0.55c / SMS	
To receive an SMS (up to 160 characters) whilst roaming	\$0.00	
To send and receive MMS whilst roaming (charged in 10KB increments)	\$1.65 per MB (\$1650 per GB)	
Data (charged in 10KB increments)	\$1.65 per MB (\$1650 per GB)	

Rates for using device on Airplane/ Satellite/Maritime	First Minute [^]	For every 30 seconds after the first minute ^{^^}
To make voice calls to another carrier	\$6.38	\$3.19
To make video calls to another carrier	\$6.55	\$3.28
Flagfall per (outgoing voice and video call)	\$0.44	
To receive voice calls	\$1.82	\$0.91
To receive video calls	\$1.93	\$0.97
To send an SMS (up to 160 characters) from your satellite carrier to another carrier	\$0.61 / SMS	
Data (charged in per 10kb)	\$5.63 / MB	

[^]charged in per minute increment

^{^^}charged in per 30 second increment

DATA ACTIVITY	ESTIMATED USAGE	EXCESS DATA CHARGE IF DAILY ALLOWANCE EXCEEDED IN 60 ELIGIBLE COUNTRIES	PAYG CHARGE FOR "REST OF WORLD DESTINATIONS"
1 Web Page	250KB	\$0.004	\$0.42
1 email no attachment	25KB	\$0.0004	\$0.042
1 email with attachment	1MB	\$0.0165	\$0.165
1min Standard Streaming video	1MB	\$0.0165	\$0.165
1min HD streaming video	5.1MB	\$0.08	\$0.84
Note: Data usage varies by device and by content. The above examples are based on averages and are estimates only. The actual amount of data used for the described activity can vary. 1000KB (Kilobyte) = 1MB (Megabyte), 1000MB = 1GB (Gigabyte)			

CALLS/SMS WHILE OVERSEAS

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

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

Example 1: To call Melbourne from an overseas destination dial: ***61 3 86690900**

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.

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

ACCESSING YOUR VOICE MAIL WHILE OVERSEAS

Retrieving VoiceMail messages

1. Dial +61 4 11 000 321 (you will need your security PIN to access your messages unless you have changed to personal preferences to not require this).
or
2. Simply SMS the letter A to 321.
Please note you will be charged for the cost of the voice call at the international Roaming rates advised in the rate table on page 1.

SETTING AND CANCELLING DIVERSIONS WHILE OVERSEAS

- All Conditional - Busy, No Reply and Unreachable: **Dial ** 004 * 321 # Call**
- Only Busy: **Dial ** 67 * +61411000321 # Call**
- Only No Reply: **Dial ** 61 * +61411000321 # Call**
- Only Unreachable: **Dial ** 62 * +61411000321 # Call**
- Unconditional: **Dial ** 21 * +61411000321 # Call**
- Cancel Diversions to VoiceMail: **Dial # # [divert code] # Call**
(eg: to cancel all conditional Dial # # 004 # Call)

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 ***61386690900** or email telco.au@ubteam.com.

LOST OR STOLEN

If your mobile or SIM card is lost or stolen, please phone ***61386690900** 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 Optus 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.

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