

TELSTRA ENTERPRISE INTERNATIONAL ROAMING

Manage your team's requirements and what they are spending on International Roaming simply and easily with our International Roaming solutions

WHAT YOU NEED TO KNOW



We make it easy to meet the needs of all kinds of business travellers – from frequent flyers to occasional visitors, and even people who go to the same places regularly.

Telstra's International Roaming Day Pass can simplify your business travel by covering a wide range of countries and charges only for days your team makes and receives calls, SMS or uses data.

How it works:

- Be sure your organisation has enabled the Telstra International Roaming Day/Month Pass on your corporate mobile phone
- Before your international trip visit [Telstra.com](https://www.telstra.com) to check that your destination is an eligible country covered by our Day/Month Pass
- When you arrive, you will automatically connect to a network to allow you to make or receive calls, SMS or use data
- Your Telstra International Roaming Day/Month Pass will begin working automatically. You have unlimited standard calls and SMS within specified countries
- We send usage notifications at 50%, 85% and 100% of your data allowance
- If you go over your Day/Month data allowance, you will automatically receive and be charged for an additional data allowance, which is valid for 31 days in eligible destinations
- If you are visiting an ineligible Day/Month Pass destination, Pay-As-You-Go rates will apply. Please note these rates are significantly higher

When you arrive at an eligible destination

- You will connect automatically to the local network and receive an SMS to confirm roaming is activated
- When using Pay-As-You-Go, we'll send you an SMS every time you use \$100

Things you need to know:

- International Day Pass inclusions based on Australian Eastern Standard Time. Any unused data expires at the end of each day (AEST)
- International roaming can be deactivated at any given time by using any of our self-care tools. If you are overseas, you can contact us by calling +61 439 125 109 between 8am-7pm AEST. All calls to that number are toll free if made from a Telstra service
- Calls can only be forwarded to Australian numbers. This helps us protect you from any fraud in case your phone is stolen while you're overseas

For further information on our Day/Month Pass, pricing, Pay-As-You-Go rates and Data Top-Up visit: www.telstra.com/enterprise/International-roaming

HOW TO

Check if Day Pass is enabled or disabled

- If roaming is available at your destination you will connect automatically to the local mobile network
- Once connected, you'll receive an SMS from us confirming that roaming has been activated
- If you have a Day Pass, Data Plan or pre-purchased a Data Pack, you'll also receive an SMS to confirm when this is active

Check your roaming usage

- Stay across the usage notifications we send you
- Contact your company authorised representative
- Company authorised representatives can view the status of International Roaming via the self-serve tools (Telstra Order Express or T Connect)

Purchase a Data Top-Up

- If you reach your Day/Month data allowance, a Data Top-Up will automatically be applied. Charges apply, for details please visit the website

Access MessageBank while overseas via SMS Call Back

- Text 'M' to +61101 - this is a free SMS.
 - You will then receive a call from MessageBank (+61 418 707 101)
- Retrieving/listening to messages will activate charges

Avoid unwanted roaming costs

- To avoid all roaming charges, disable International Roaming and Day Pass, or remove your SIM before your travel abroad
- If using a dual-SIM or eSIM, please ensure International Roaming is disabled on the secondary (unused) service

To learn more about avoiding roaming costs, visit www.telstra.com/enterprise/International-roaming



IMPORTANT NUMBERS AND LINKS



Contact your Company Authorised Representative

Telstra Connect - manage your enterprise services on your terms with our digital platform:
<https://connectapp.telstra.com/>

Schedule a Callback
www.telstra.com/scheduleacallback

Get support - get help and answers to your questions with our enterprise support with articles, FAQs, video content and more:
www.telstra.com.au/business-enterprise/support

Get multilingual support
www.telstra.com.au/contact-us/multilingual-services



KEY QUESTIONS

Which phone services will use up my International Roaming allowances?

Voice allowance:

- Incoming and outgoing calls to eligible international roaming destinations and Australia
- Retrieving messages from MessageBank

Messaging allowance: Sending/receiving SMS

Data and messaging allowance: Sending MMS

Data allowance: Receiving MMS and data usage including background data usage

What is an eSIM, is my phone compatible?

- eSIM (short for embedded SIM) is a digital SIM that's built into your device. eSIM allows you to connect to the Telstra network in minutes as you don't need a physical SIM card
- eSIM allows you to add a secondary number so you can juggle work and personal life on one device
- There are a range of eSIM-compatible devices. Check to see if your phone is listed on our website

What is dual sim and how can I best use it overseas?

If your device has a physical SIM and eSIM, or multiple eSIM profiles, it can use up to two mobile services at the same time. This is ideal for keeping business and personal calls separate. The plans do not need to be identical and can be a combination of Pre-Paid and Upfront if you choose.

Please ensure that you select the service you wish to use overseas and disable any services you do not wish to incur roaming charges.

Dual SIM requirements, functionality and operation may differ between device models. Check with the device manufacturer for details.

