TELSTRA PERSONAL INTERNATIONAL ROAMING

Your passport to staying connected when you travel

WHAT YOU NEED TO KNOW

Roaming in eligible Day Pass destinations
International Roaming and Day Pass is automatically enabled on all our mobile plans so you can stay connected when you travel.

Our Day Pass provides unlimited standard calls and SMS in eligible destinations, plus a daily data allowance in Zone 1 and 2. Countries are zoned according to what services are available.

Day Pass charges apply when your service is used to make or receive calls, send SMS, or if data is used, including background data usage such as data for emails, social media, maps, and app updates.

International Day Pass inclusions will expire for:
- Upfront Plans within 24 hours of your service being used
- Non-Upfront Plans at 11.59pm Australian Eastern Standard Time (AEST)

If you reach your Day Pass data allowance, Data Top-Ups are available:
- Upfront Plans will get an SMS with the option to buy a Data Top-Up in the My Telstra App
- Non-Upfront Plans will automatically get a Data Top-Up

If Day Pass is not enabled, you will be charged Pay-As-You-Go rates in eligible Day Pass destinations. Please note Pay-As-You-Go 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 has been activated.

While you're overseas, we will send you SMS or email notifications free of charge to keep you informed of your usage. SMS notifications are set up as default, you can change your notification preferences to email through the My Telstra App.

We send notifications when you have reached 50%, 85% and 100% of your included Day Pass and Data Top-Up data allowance.

Roaming in an ineligible country
Customers with Non-Upfront Plans can use International Roaming on a Pay-As-You-Go basis in over 200 destinations. When you arrive, we send a notification, advising the rates.

When using Pay-As-You-Go, we will send a notification each time you use $100.

For further information on our Day Pass, pricing, Pay-As-You-Go rates and eligible destinations, visit
www.telstra.com.au/international-roaming

HOW TO

Check if Day Pass is enabled or disabled
- Sign in to the My Telstra App and go to the Services tab
- Select your Mobile Service and navigate to the Extras tab
- Toggle International Roaming Day Pass on or off

Please be aware that your Day Pass can take between 15 minutes to 2 hours to activate.

Check if you are on an Upfront Plan
- Sign in to the My Telstra App and go to the Services tab
- Select your Mobile service and view or manage your plan
- If your plan name includes 'Upfront', you are on an Upfront Plan; otherwise, you are not

Check your roaming usage
- Sign in to the My Telstra App and go to the Services tab
- Select your mobile number and select International Usage

Purchase a Data Top-Up for Upfront Plan customers
- Sign in to the My Telstra App
- Go to Services, then Extras, and select International Roaming Data Pack
- Add Data Pack and proceed to purchase

Change your notification preferences for Upfront Plan customers
- Sign in to the My Telstra App
- Go to Services, then Extras, and select International Roaming
- Manage Data Usage notifications, choose your preference, and save changes

You can also perform these actions via the My Telstra website:
https://www.myservices.telstra.com.au

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
https://www.telstra.com.au/overseas

IMPORTANT NUMBERS AND LINKS

Chat with us in the My Telstra App:
24 hours, 7 days a week
1. Sign in to the My Telstra App and go to the Get Help tab
2. Select Message Us and you'll get a notification when we've replied

Call us while you are overseas on +61439125109
8am-7pm AEST Monday to Friday
All calls are toll-free if made using a Telstra service

Schedule a Callback:
www.telstra.com/scheduleacallback

Book a store appointment:
www.telstra.com/bookastoreappointment

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.