INTERNATIONAL ROAMING PACKS

Here's a quick summary of the important bits about Telair Mobile **International Roaming**. It covers things like the inclusions and how much it costs. International roaming is only available with Telair 4G & 5G Mobile services (excludes Mobile Broadband).

International Roaming charges apply to your post-paid mobile service when you use it outside of Australia. It gives your mobile phone service access to select international mobile phone networks and allows you to make and receive calls, send and receive SMS/MMS, and access mobile data (if available).

AVAILABILITY

Roaming Packs are not available everywhere; see "Included Roaming Destinations" on the next page for a list of eligible countries. Roaming Packs are billable as soon as they are added and will start to be consumed once usage commences through an overseas mobile network. Each Roaming Pack is valid for the listed period from the date of activation (Australian time zone).
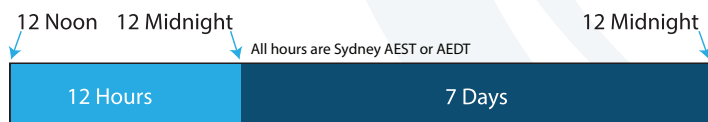
If you have multiple Roaming Packs active at the same time, the pack with the earliest expiry will be used with the highest priority.

If multiple Roaming Packs are active with the same expiry date, then the following usage priority will be followed:

1. 3GB Roaming BizPack (highest priority)
2. 5GB Roaming Pack
3. 10GB Roaming Pack

Roaming Packs can be added multiple times via a free SMS, but the same pack cannot be added more than once at a time. Adding a pack that is already active will renew the inclusions, meaning any unused data, minutes, or SMS from the original pack will be lost and replaced with the allowances of the newly activated pack. Packs are consumed in the order they are activated and will not automatically renew or recharge once exhausted. If a pack is activated after midnight, it remains valid until midnight Sydney local time (AEST or AEDT) on the expiry date.

Example: User activates a 5GB Roaming Pack at 12 noon (Sydney time) upon arrival:

12 Noon	12 Midnight		12 Midnight
	All hours are Sydney AEST or AEDT		
12 Hours		7 Days	

HOW TO ACTIVATE INTERNATIONAL ROAMING

Once you head overseas, it's important to ensure that your Telair mobile service is ready to stay connected. Activating International Roaming allows you to use your mobile service while travelling in eligible countries. With a Roaming Pack, you can manage your roaming costs more effectively.

Here's how to activate International Roaming and ensure that you receive the benefits of a Roaming Pack during your travels.

Note: this method is only applicable to Telair mobile services that operate on the Telstra Wholesale mobile network.
Please also note, Telair Mobile does not support Pay As You Go International Roaming. If you're visiting a country not listed under the Included Roaming Destinations, please source a local SIM card.

Activation Process

Upon arriving in a country where Roaming Packs are available, you should automatically receive a welcome SMS from the local network provider.

Follow the SMS Instructions:

The welcome SMS will include a prompt advising you to activate International Roaming by sending a text message.

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Welcome to [Country Name]! To use your [Mobile service
number] while you're here, simply choose a roaming pack
and text the code to 179:
Options:
•ROAM5: 5GB data, 30 mins, 30 SMS, 7 days validity
•ROAM10: 10GB data, 60 mins, 60 SMS, 14 days validity
•ROAM3: 3GB data, 300 mins, 300 SMS, 3 days validity
For example, text "ROAM5" to 179 to activate that pack.
No reminders will be sent when validity expires, so just
remember to add a new one when needed. Please refer to
your service provider for more information………
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If you need to reach Telair whilst overseas, we can be called internationally on +61 7 3120 8800, or 0800 448 593 from New Zealand. Bear in mind our Australian operating hours, which can be found here: https://www.telair.com.au/contact/

To activate the desired Roaming Pack, simply SMS the desired pack's SMS Keyword to '179'. These will be listed on the next page.

If the country you are in is not eligible for a International Roaming with your Telair Mobile service, you will receive a message indicating as such. We highly recommend purchasing a SIM card from a local provider.

Confirmation of Activation:

After sending the SMS, you will receive a confirmation message indicating that the desired Roaming Pack has been successfully activated on your service.

This activation will apply the Roaming Pack for the validity period (see next page) and you will receive a confirmation message with the start and end date for that specific Roaming Pack.

```
Success! You've added the [Pack name] travel pack to
[Mobile service number]. It expires at midnight AEST in
[XX]days and includes [XX] call mins, [XX] SMS from this
country, and [XX]GB of roaming data.
Important:
•Add a new pack only when your current one is used up,
as any unused allowances will be lost.
•You'll get reminders at 10MB/5 mins/5 SMS remaining.
•No reminder will be sent when validity expires.
•To check balance/expiry, text "bal" to 179.
Remember:
•You can still make/receive calls and SMS over Wi-
Fi, which will be deducted from your Australian
domesticallowances.
•See Critical Info Summary or contact your provider for
help.
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AVAILABLE PACKS

4G & 5G MOBILE INTERNATIONAL ROAMING PACKS

Pack Name	Data Inclusions	Call Inclusions	SMS Inclusions	Validity	SMS Keyword	Cost
5GB IR Pack	5GB	30 Minutes	30 SMS	7 Days	ROAM5	$35
10GB IR Pack	10GB	60 Minutes	60 SMS	14 Days	ROAM10	$55
3GB IR BizPack	3GB	300 Minutes	300 SMS	3 Days	ROAM3	$60

Note: all Telair 4G & 5G Mobile plans come with Wi-Fi Calling & SMS. Stay connected even without a mobile signal - call and text back home using Wi-Fi, on all your plan's unlimited allowance. International Roaming Packs are exclusive to Telair Mobile Plans, and are not available with standalone Mobile Data plans. All pricing herein is exclusive of GST - no GST applies on International Roaming.

INCLUDED ROAMING DESTINATIONS

Destination		
Austria	Isle of Man (UK)	Saudi Arabia
Belgium	Israel	Singapore
Brazil	Italy	Slovak Republic
Bulgaria	Japan	Slovenia
Canada	Kenya	South Africa
Cambodia	Latvia	Spain
Chile	Lithuania	Sri Lanka
China	Luxembourg	Sweden
Colombia	Macau	Switzerland
Croatia	Macedonia	Taiwan
Czech Republic	Malaysia	Thailand
Denmark	Mexico	Tonga
Egypt (Arab Republic)	Netherlands	Turkey
Estonia	New Zealand	UAE
Fiji	Nigeria	UK
Finland	Norway	USA
France	Papua New Guinea	Vanuatu
Germany	Philippines	Vietnam
Greece	Poland	
Guernsey (UK)	Portugal	
Hong Kong	Qatar	
Hungary	Republic of Korea	
India	Romania	
Indonesia	Russia	
Ireland	Samoa	

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