

INTERNATIONAL TRAVEL PASS

INFORMATION ABOUT THE SERVICE

For a one-off charge, an International Travel Pass allows you to make and receive unlimited standard voice calls and SMS, and includes a data allowance to use in eligible countries for the duration of the Travel Pass.

Availability

The International Travel Pass is available to you if you are a Telstra Consumer and Small Business Post-Paid Mobile or Mobile Broadband customer, and you have activated international roaming on your service, except in the cases set out below.

The International Travel Pass is not available for any services on the following plans:

- Enterprise Mobile Broadband Plans
- International Roaming Voice Plan
- International Roaming Data Plan
- \$150 or \$180 Telstra Business Mobile PLUS Plan
- Telstra Premium Mobile \$195 Plan
- International Roaming Data Group Plan; or
- any other plan that provides an International Roaming Discount.

The International Travel Pass isn't compatible with the international roaming allowance included in the All-4-Biz Mach II \$150 Mobile Plan. If you're on this plan, and you take up an International Travel Pass for the same mobile service, you won't be able to use the international roaming allowance included in your All-4-Biz Mach II \$150 Mobile plan.

Eligible countries

The eligible countries that you can use your Travel Pass in depends on the Zone that you select.

Zone 1

New Zealand.

Zone 2

Brunei, China, Hong Kong, Indonesia, Japan, Macau, Malaysia, Philippines, Singapore, South Korea, Taiwan, Thailand plus Zone 1 countries.

Zone 3

Argentina, Austria, Belgium, Brazil, Bulgaria, Canada, Chile, Croatia, Czech Republic, Denmark, Egypt, Estonia, Fiji, Finland, France, Germany, Greece, Hungary, India, Ireland, Israel, Italy, Luxembourg, Macedonia, Mexico, Nauru, Netherlands, Norway, Papua New Guinea, Poland, Portugal, Romania, Saudi Arabia, Serbia, Slovak Rep., Slovenia, South Africa, Spain, Sweden, Switzerland, Turkey, UAE, UK, USA, Vanuatu plus Zone 1 and 2 countries.

Minimum term

International Travel Passes are available for 3, 7, 14 or 30 consecutive days. Any unused Data Allowance expires at the end of the Travel Pass.

The International Travel Pass commences when activated. You can't cancel your International Travel Pass once you've purchased it.

What's included

For the duration of your Travel Pass you can make and receive unlimited voice calls to and from standard numbers, send unlimited SMS to standard numbers and use your Data Allowance in the eligible countries of the Zone you select. A standard number refers to local or international fixed-line and mobile numbers.

Data usage is the amount of data you use to browse the internet, send and receive email and MMS, and use mobile apps. If you're not sure how much data you might need, then use the Data Usage Calculator to help you estimate your data usage needs at telstra.com.au/mobile-phones/plans-and-rates/data-usage-calculator

International Travel Pass inclusions are only applicable to the service that has purchased the pass. Your data allowance cannot be shared amongst multiple services.

What's not

- Any usage in Australia.
- Any usage on air planes or cruise ships.
- MMS (Event Fees), video calls or calls to non-standard numbers (satellite numbers, premium numbers and operator assisted calls).
- Content charges such as ring tones, apps, movies or songs.
- Data usage in destinations not covered by your International Travel Pass.

You must pay for this usage separately.

INFORMATION ABOUT PRICING

Duration	3 days	7 days	14 days	30 days
Zone 1				
One off charge	\$15	\$35	\$70	\$150
Voice calls	Unlimited calls to and from standard* numbers			
SMS	Unlimited SMS to standard* numbers			
Data Allowance	225MB	525MB	1.03GB	2.20GB
Excess Data Charge	3¢ per MB (applies during Travel Pass period)			
Eligible Countries	New Zealand			

INFORMATION ABOUT PRICING CONTINUED

Duration	3 days	7 days	14 days	30 days
Zone 2				
One off charge	\$30	\$70	\$140	\$300
Voice calls	Unlimited calls to and from standard* numbers			
SMS	Unlimited SMS to standard* numbers			
Data Allowance	225MB	525MB	1.03GB	2.20GB
Excess Data Charge	3¢ per MB (applies during Travel Pass period)			
Eligible Countries	Brunei, China, Hong Kong, Indonesia, Japan, Macau, Malaysia, Philippines, Singapore, South Korea, Taiwan, Thailand and includes Zone 1 countries			
Zone 3				
One off charge	\$45	\$105	\$210	\$450
Voice calls	Unlimited calls to and from standard* numbers			
SMS	Unlimited SMS to standard* numbers			
Data Allowance	225MB	525MB	1.03GB	2.20GB
Excess Data Charge	3¢ per MB (applies during Travel Pass period)			
Eligible Countries	Argentina, Austria, Belgium, Brazil, Bulgaria, Canada, Chile, Croatia, Czech Republic, Denmark, Egypt, Estonia, Fiji, Finland, France, Germany, Greece, Hungary, India, Ireland, Israel, Italy, Luxembourg, Macedonia, Mexico, Nauru, Netherlands, Norway, Papua New Guinea, Poland, Portugal, Romania, Saudi Arabia, Serbia, Slovak Rep., Slovenia, South Africa, Spain, Sweden, Switzerland, Turkey, UAE, UK, USA, Vanuatu and includes Zone 1 and 2 countries			

- For any data usage in excess of your Data Allowance, after your International Travel Pass has expired or in countries not included in your Zone, you will be charged \$3 per MB (charged per KB or part thereof).
- For any voice or SMS usage that occurs after your International Travel Pass has expired or in countries not included in your Zone, you will be charged at standard international roaming rates for that country. Visit telstra.com/roamavail for roaming rates

These rates are correct as at December 2015 and may change from time to time. You can view the current list at telstra.com/roaming

OTHER INFORMATION

Usage alerts and spend management tools

We automatically send you SMS alerts (if your device is capable of receiving SMS) to notify you of pricing information for each country you roam to.

You'll also receive SMS alerts when you use 50%, 85% and 100% of your International Travel Pass Data Allowance. For any data used outside of your allowance, we will send you SMS alerts every time you use more than \$100 of 'pay as you go' data.

We also have spend management tools to help you monitor your international roaming usage. For more information on how to access these tools visit telstra.com/roamtips and for Telstra Business customers visit telstra.com/business/roamtips

Before you travel overseas

For information about using your service overseas and other tips to help you stay in control of your costs, visit telstra.com/roaming and for Telstra Business customers visit telstra.com/business/overseas

From 14 December, if you would like to activate or deactivate International Roaming, you can do so online via My Account or Telstra 24x7 App. Alternatively call us anytime from anywhere in the world, free from your Telstra mobile on +61 439 125 109.

We're here to help

If you have any questions about your offer, technical support, service or connection please log onto telstra.com which includes 24/7 live chat support. Alternatively, please call us on 13 2200 or our Disability Enquiry Hotline on 1800 068 424 (voice) and 1800 808 981 (TTY).

To report technical issues while overseas, you can call our 24/7 International Roaming Helpdesk on +61 439 12 5109.

Complaints or disputes

If you have a problem or complaint about your service, go to telstra.com/complaints where you'll find full contact details and information about how to resolve it.

Further investigation

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information, visit tio.com.au/about-us/contact-us

This is a summary only – the full legal terms for this plan are available at telstra.com.au/customer-terms