

# INTERNATIONAL ROAMING

## RATES



### Information about the service

Here's a quick summary of all the important bits about your International Roaming availability and charges for the Mobile Broadband Plans and Mobile Plans.

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

International Roaming charges apply to usage of call, messaging and data services, including receiving calls and SMS/MMS messages.

### Information about the pricing

All rates listed in \$AUD. Calls rates are shown per minute and charged with an initial flagfall plus an increment of 60 seconds and per 60 seconds thereafter.

GST does not apply to roaming charges.

### International Roaming Calls\*

Timed charges rated per 60 seconds

Countries in Zone 1	\$1.500
Countries in Zone 2	\$2.500
Countries in Zone 3	\$5.000
Countries in Zone 4	\$6.250

\*Call charges apply for incoming & outgoing calls

### International Roaming SMS

Per message charges only applicable for outgoing SMS

Countries in Zone 1	\$0.625
Countries in Zone 2	\$1.250
Countries in Zone 3	\$1.250
Countries in Zone 4	\$1.250

### International Roaming MMS\*

Per message charges only applicable for outgoing MMS Per Message

MMS Standard - To Australia	\$0.188
MMS Standard - To International	\$0.625
MMS Video - To Australia	\$0.375
MMS Video - To International	\$0.875

\*MMS also uses data which will be chargeable at the applicable zone rate for incoming and outgoing messages

### What's included and excluded

Usage of your Mobile for incoming and outgoing calls in countries outside Australia is charged outside of your standard monthly Access Fee. Rates for different services vary from country to country, according to the tables below.

### Calls to International Numbers

Different rates apply to call international numbers. Calls are charged per minute block. For all international call rates, see [www.wtco.com.au](http://www.wtco.com.au)

### How to activate International Roaming

In default, International Roaming is not activated.

Before going overseas, please call 1300 765 985 to activate the service.

International Roaming can be deactivated at any time at no extra cost. Most devices offer the capability to block International Roaming.

### Other Information

If you have any questions, we encourage you to contact your agent: WTCO  
[sd.team@wtco.com.au](mailto:sd.team@wtco.com.au)  
1300 765 985

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](http://tio.com.au/about-us/contact-us)

Visit [wtco.com.au](http://wtco.com.au) to find more information about call and data usage.

### Travel Pack Bolt-ons

International Roaming data bolt-ons are available on all mobile plans.

### INTERNATIONAL ROAMING BOLT ONS\*

5 day 60 minutes and 60 SMS. 800MB data  
\$45

10 day 150 minutes and 150 SMS. 2GB data  
\$80

20 day 360 minutes and 360 SMS. 6GB data  
\$150

\*Refer to IR section below for bolt on availability per country

## International Roaming (Data)

Per KB

Countries in Zone 1	\$0.0009155
Countries in Zone 2	\$0.0012207
Countries in Zone 3	\$0.0024414
Countries in Zone 4	\$0.0036621

Zone	Country	Data Available	Count	Country	Data Available	Count
1	Austria	YES	1	Kenya	NO	4
1	Belgium	YES	1	Kuwait	NO	4
4	Bolivia	NO	4	Latvia	YES	1
2	Brazil	YES	2	Lithuania	YES	3
3	Bulgaria	YES	3	Luxembourg	NO	1
1	Canada	YES	1	Malaysia	YES	1
1	Cambodia	YES	1	Malta	YES	2
1	China	YES	1	Mexico	YES	2
4	Cook Islands	NO	4	Netherlands	YES	1
1	Croatia	YES	1	New Caledonia	NO	4
1	Czech Republic	YES	1	New Zealand	YES	1
1	Denmark	YES	1	Nigeria	YES	1
2	East Timor	NO	2	Norway	YES	1
2	Egypt (Arab Republic)	NO	2	Papua New Guinea	NO	1
1	Estonia	YES	1	Philippines	YES	1
1	Fiji	YES	1	Poland	NO	1
1	Finland	YES	1	Portugal	NO	1
1	Former Yugoslav Rep of Macedonia	YES	1	Qatar	YES	2
1	France	YES	1	Republic of Korea	NO	1
1	Germany	YES	1	Romania	NO	3
1	Greece	YES	1	Russia	NO	1
3	Guernsey (UK)	YES	3	Samoa	NO	1
1	Hong Kong	YES	1	Saudi Arabia	NO	2
1	Hungary	YES	1	Singapore	YES	1
1	India (Limited to Delhi, Mumbai, Uttar Pradesh West)	YES	1	Slovak Republic	NO	1
1	Indonesia	YES	1	Slovenia	NO	1
1	Ireland	YES	1	Solomon Islands	NO	2
3	Isle of Man (UK)	YES	3	South Africa	NO	2
2	Israel	YES	2	Spain	YES	1
1	Italy	YES	1	Sri Lanka	YES	1
1	Japan	YES	1	Sweden	YES	1
				Switzerland	YES	1
				Taiwan	YES	1
				Thailand	YES	1
				Tonga	NO	1
				Turkey	NO	1
				UAE	NO	2
				UK	YES	1
				USA	NO	1
				Vanuatu	YES	1
				Vietnam	NO	3

## Selected countries for plans 4,5,6 & 7

IDD to selected countries (calls/sms)\*\*

Canada	New Zealand
China	Singapore
Greece	Thailand
Germany	United Kingdom
Hong Kong	USA
India	Vietnam
Indonesia	
Ireland	
Malaysia	

## Check your Usage

You will need your account number and password to login.

Forgot your password?

Just contact us and we can reset it for you.

Login to your Account portal on our website.

[www.wtco.com.au/account](http://www.wtco.com.au/account)