



# MOBILE INTERNATIONAL ROAMING

## INFORMATION ABOUT THE SERVICE

### What Is International Roaming?

International roaming means you can travel overseas while continuing to use your Australian mobile service. No SIM swapping is required to use data or to call and text with your Australian mobile number. When you're on a BusinessCo mobile plan, simply activate your International Roaming Day Pass by contacting our Customer Care Team and you're ready to go.

#### BUSINESS MOBILE - INTERNATIONAL ROAMING

#### STANDARD RATES

##### INTERNATIONAL ROAMING CALLS

Call charges apply to incoming and outgoing calls. Billed in 60 second blocks.

Zone 1 Countries	\$1.65 p/MIN
Zone 2 Countries	\$2.75 p/MIN
Zone 3 Countries	\$5.50 p/MIN
Zone 4 Countries	\$6.90 p/MIN

##### INTERNATIONAL ROAMING SMS

Charges only applicable to outgoing SMS messages.

Zone 1 Countries	\$0.70 p/SMS
Zone 2 Countries	\$1.40 p/SMS
Zone 3 Countries	\$1.40 p/SMS
Zone 4 Countries	\$1.40 p/SMS

##### INTERNATIONAL ROAMING MMS

Charges only applicable to outgoing MMS messages. MMS data charges are not included.

MMS Standard - to Australia	\$0.00 p/MMS
MMS Standard - to International	\$0.85 p/MMS
MMS Video - to Australia	\$0.55 p/MMS
MMS Video - to International	\$1.10 p/MMS

##### INTERNATIONAL ROAMING DATA

Data charges billed per MB.

Zone 1 Countries	\$1.05 p/MB
Zone 2 Countries	\$1.35 p/MB
Zone 3 Countries	\$2.75 p/MB
Zone 4 Countries	\$4.15 p/MB

**Please Note:** International roaming is not available in all countries. Please refer to Page 2 for the list of all eligible countries and their relevant zones.

### Before You Travel Overseas

We strongly recommend that you contact our Customer Care Team on **1300 00 50 60** for more information about using your service overseas and other tips to help you stay in control of your costs.

### Contact Us

Real ICT is committed to excellence in customer service and advice to its business customers. If you have any questions regarding the service please call **1300 00 50 60** or visit [realict.com.au/contact](http://realict.com.au/contact)

### What Is an International Day Pass?

An International Day Pass allows you to make and receive unlimited standard voice calls and SMS, and includes a data allowance to use in Eligible Countries. A Day Pass charge is triggered when you use your mobile service overseas in an Eligible Country. Usage includes making or receiving a call, sending an SMS or using mobile data.

### International Day Pass - Availability and Term

International Day Passes are available for use each day but are only charged when you use your service overseas in an Eligible Country. Each day a service is used in an Eligible Country, the Day Pass charge will be added to your account and the inclusions listed in the enclosed table will be available for use that day in Australian Eastern Standard Time (AEST). Unused data expires at the end of each day (AEST).

### International Day Pass - What's Included

An International Day Pass includes unlimited calls and SMS to standard international numbers and 200MB data for use each day (AEST) when travelling in Eligible Countries listed on Page 2. A standard number refers to local or international fixed-line and mobile numbers.

### International Day Pass - What's Not Included

The following usage is not included: data used in excess of 200MB; usage in Australia, on airplanes or cruise ships; MMS (event fees), video calls or calls to non-standard numbers (e.g. satellite numbers, premium numbers and operator assisted calls); content charges such as 3rd party services, ring tones, apps, movies or songs; calls, SMS and data usage in destinations not covered by your Pass.

#### BUSINESS MOBILE - INTERNATIONAL ROAMING

#### INTERNATIONAL DAY PASS

ACCESS FEE (AEST)	\$11 per DAY
CALLS to and from Standard International Numbers	Unlimited
SMS to Standard International Numbers	Unlimited
DATA Allowance	200MB / Day
DURATION (AEST)	Expires Daily
EXCESS DATA Charge	Standard Rates

**Please Note:** Day Passes are only available in Eligible Countries. Please refer to Page 2 for the list of all Eligible Countries. If you cancel your International Day Pass or deactivate international roaming during the day, you will still be charged the Day Pass charge for that day.

### Full Terms

Information and pricing is correct at the time of publication and is subject to change. All pricing is **inclusive of GST**. This information is a summary only. For full details of the Customer Terms and Company Policies, please visit [businessco.com.au/policies-legal](http://businessco.com.au/policies-legal)



Countries with Eligible Roaming Agreements	Pricing Zone	Day Pass Eligible
Austria	1	Yes
Belgium	1	Yes
Bolivia	4	No
Brazil	2	Yes
Bulgaria	3	Yes
Canada	1	Yes
Cambodia	1	Yes
China	1	Yes
Cook Islands	4	No
Croatia	1	Yes
Czech Republic	1	Yes
Denmark	1	Yes
East Timor	2	No
Egypt (Arab Republic)	2	Yes
Estonia	1	Yes
Fiji	1	Yes
Finland	1	Yes
France	1	Yes
Germany	1	Yes
Greece	1	Yes
Guernsey (UK)	3	No
Hong Kong	1	Yes
Hungary	1	Yes
India (Note: This excludes Bihar, Orissa, UP East, West Bengal)	1	Yes
Indonesia	1	Yes
Ireland	1	Yes
Isle of Man (UK)	3	No
Israel	2	Yes
Italy	1	Yes
Japan	1	Yes
Kenya	4	No
Kuwait	4	No
Latvia	1	Yes
Lebanon	3	No
Lithuania	1	Yes
Luxembourg	1	Yes
Macedonia (Former Yugoslav Rep )	1	Yes
Malaysia	1	Yes
Malta	2	No
Mexico	2	Yes
Netherlands	1	Yes
New Caledonia	4	No
New Zealand	1	Yes
Nigeria	1	No
Norway	1	Yes
Papua New Guinea	1	Yes
Philippines	1	Yes
Poland	1	Yes
Portugal	1	Yes
Qatar	2	Yes
Republic of Korea	1	Yes
Romania	3	Yes
Russia	1	Yes
Samoa	1	No
Saudi Arabia	2	No
Singapore	1	Yes
Slovak Republic	1	Yes
Slovenia	1	No
Solomon Islands	2	No
South Africa	2	Yes
Spain	1	Yes
Sri Lanka	1	Yes
Sweden	1	Yes
Switzerland	1	Yes
Taiwan	1	Yes
Thailand	1	Yes
Tonga	1	No
Turkey	1	Yes
UAE	2	Yes
UK	1	Yes
USA	1	Yes
Vanuatu	1	Yes
Vietnam	3	Yes