

Critical Information Summary

This summary does not reflect any discounts or promotions which may apply from time to time.



International Day Pass

	\$5/day (AEST)	\$10/day (AEST)
Talk To and from standard international numbers	Unlimited	Unlimited
SMS To standard international numbers	Unlimited	Unlimited
Data Allowance	200MB/day	200MB/day
Duration	Expires daily (AEST)	Expires daily (AEST)
Excess Data Charge	\$10 per 500MB, valid for 31 days	\$10 per 500MB, valid for 31 days
Eligible Destinations	New Zealand	Argentina, Austria, Bangladesh, Belarus, Belgium, Brazil, Brunei, Bulgaria, Cambodia, Canada, Chile, China, Colombia, Croatia, Cyprus, Czech Republic, Denmark, Ecuador, Egypt, Estonia, Fiji, Finland, France, Germany, Greece, Guatemala, Hong Kong, Hungary, India, Indonesia, Ireland, Israel, Italy, Japan, Laos, Latvia, Lithuania, Luxembourg, Macau, Macedonia, Malaysia, Mexico, Nauru, Netherlands, New Zealand, Norway, Papua New Guinea, Philippines, Poland, Portugal, Qatar, Romania, Russia, Saudi Arabia, Serbia, Singapore, Slovak Rep, Slovenia, Solomon Islands, South Africa, South Korea, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Turkey, Ukraine, UAE, UK, USA, Uruguay, Vanuatu, Vietnam

Information about the service

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 services overseas in an Eligible Country. Usage includes making or receiving a call, sending an SMS or using mobile data.

Availability

The International Day Pass is available to you as a Telstra Consumer or Small Business Post-Paid Mobile customer.

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

- Mobile plan \$129, Mobile Lease plan \$129, Mobile BYO \$89, Ultimate Mobile plan \$199, Ultimate Mobile Lease plan \$199, Go Mobile Plus (or Swap) plans \$129 or above, My Business Mobile (or Lease) plans \$129 or above, Premium Mobile Plus, Premium Mobile plan, Premium Swap plan, My Business Premium Lease plan, My Business Premium Mobile plan, Business Premium Mobile plan, Corporate Mobile Plus, Enterprise Fleet plan, Business Fleet Plus, Business Fleet Connect, and any other plans or offers that include an International Roaming allowance.

Minimum 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, \$5 or \$10 will be charged to your account and the inclusions listed in the table above will be available for use that day in Australian Eastern Standard Time (AEST). Unused data expires at the end of each day (AEST).

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 the Eligible Countries listed in the above table. 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

What's not included

- Data used in excess of 200MB (which will be charged at \$10 per 500MB, valid for 31 days, for usage in Eligible Destinations).
- Usage in Australia, on airplanes 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 third party services, ring tones, apps, movies or songs.
- Calls, SMS and data usage in destinations not covered by your International Day Pass. Calls and SMS will be charged at international roaming rates (see telstra.com.au/international-roaming/availability-pricing/post-paid) and data at \$3 per MB (charged per KB or part).

You must pay for this usage separately.

These rates are correct as at May 2018 and may change from time to time. You can see our current rates at telstra.com.au/overseas

Information about pricing

The International Day Pass charge, the inclusions and list of Eligible Countries are outlined in the table above.

If you cancel your International Day Pass or deactivate roaming during that day, you will still be charged the Day Pass charge for that day.

Other information

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

If you would like to activate or deactivate International Roaming, you can do so online via My Account or the Telstra 24x7 App. Alternatively call, even when travelling, free from your Telstra mobile, on +61 439 12 5109.

Usage alerts and spend management tools

We also have spend management tools to help you monitor your International Roaming usage. For more information, including how to register for these tools, visit telstra.com/manageirusage

We're here to help

If you have any questions about your offer, please log onto telstra.com which includes 24/7 live chat support or call us on 13 2200. For assistance 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

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 contained in your agreement with Telstra including Our Customer Terms, which is available at telstra.com/customer-terms