

International Roaming



INTERNATIONAL ROAMING

Information about the service.

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Here's a quick summary of all the important bits about your Postpaid Optus Mobile International Roaming Facility.

It covers things like the length of your contract and how much you need to pay each month.

International Roaming charges apply to your post-paid mobile phone service when you use it in countries outside Australia. It gives you access to mobile phone networks, your mobile phone number, and lets you make and receive calls, send and receive messages, and access mobile data.

What's Included and Excluded?

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

Information about pricing.

Usage of your Mobile 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.

Post-Paid AutoRoam Rates	Zone 1	Zone 2	Other [Sat, Aero, Marine]
National Voice Calls within the same country (per minute)	\$1.00	\$2.00	\$4.00
International Voice Calls outside the country you are in (per minute)	\$1.00	\$2.00	\$4.00
To receive Voice Calls (per minute)	\$1.00	\$2.00	\$4.00
National Video Calls within the same country (per minute)	\$1.00	\$2.00	\$4.00
International Video Calls outside the country you are in (per minute)	\$1.00	\$2.00	\$4.00
To receive Video Calls (per minute)	\$1.00	\$2.00	\$4.00
Flagfall (per outgoing Voice and Video call)	\$0.00	\$0.00	\$0.00
SMS to a Australian number (per 160 characters)	\$0.50	\$1.00	\$1.00
SMS to a non-Australian number (per 160 characters)	\$0.50	\$1.00	\$1.00
To receive SMS	\$0.00	\$0.00	\$0.00
MMS to an Australian number (per message)	standard domestic MMS rate + Data @ 5c/MB	standard domestic MMS rate + Data @ 10c/MB	standard domestic MMS rate + Data @ \$15.50/MB
MMS to a non-Australian number (Data per MB)	\$0.50 + Data @ 5c/10KB	\$1.00 + Data @ 10c/10KB	\$1 SMS rate & \$15.50 per MB
To receive MMS (per message)	\$0.50	\$1.00	\$15.50/MB
GPRS/3G Data (per 10kb)	\$0.005	\$0.010	\$0.155

All rates listed in \$AUD. Voice & Video Calls rates are shown per minute and charged with an initial increment of 60 seconds and per 30 seconds thereafter. GST does not apply to roaming charges (with the exception of the standard SMS, MMS, international SMS and international MMS rates).

All prices Inc GST

 **1300 889 887**

 **info@tgen.com.au**

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Country Zone listing

Zone 1	Zone 2
GREECE	MEXICO
NETHERLANDS	JAMAICA
BELGIUM	FRENCH GUIANA
FRANCE	ANTIGUA
SPAIN	BERMUDA
HUNGARY	NETHERLANDS ANTIILS
BOSNIA & HERZEGOVINA	DOMINICAN REPUBLIC
CROATIA	TRINIDAD & TOBAGO
SERBIA	LIBANON
ITALY	JORDAN
ROMANIA	SYRIA
SWITZERLAND	IRAQ
CZECH REPUBLIC	KUWAIT
SLOVAK REPUBLIC	SAUDI ARABIA
AUSTRIA	QATAR
UNITED KINGDOM	OMAN
DENMARK	UNITED ARAB EMIRATES
SWEDEN	ISRAEL
NORWAY	PALASTINE
FINLAND	BAHRAIN
GEORGIA	QATAR
ESTONIA	EGYPT
RUSSIA	ALGERIA
UKRAINE	MOROCCO
BELARUS	TUNISIA

Zone 1	Zone 2
POLAND	SENEGAL
GERMANY	MAURITANIA
GIBRALTAR	MAI
PORTUGAL	GUINEA
LUXEMBOURG	IVORY COAST
IRELAND	BURKINA FASO
ICELAND	NIGER
ALBANIA	MAURITIUS
MALTA	LIBERIA
CYPRUS	SERRA LEONE
GEORGIA	GHANA
ARMENIA	NIGERIA
BULGARIA	CHAD
TURKEY	CAMEROON
FAROESE ISLAND	GABON
GRENADA	CONGO
SLOVENIA	CONGO (DRC)
MACEDONIA	ANGOLA
AUSTRIAN	GUINEA BISSAU
MONTENEGRO	SLOVAKIA
CANADA	SUDAN
UNITED STATES	ETHIOPIA
GUAM	KENYA
ARABIAN	TANZANIA
KAZAKHSTAN	UGANDA
BHUTAN	MOZAMBIQUE
INDIA	AMBIA
PAKISTAN	MADAGASCAR
AFGHANISTAN	REUNION
SRI LANKA	ZIMBABWE
MONGOLIA	NAMIBIA
NEPAL	MADEIRA
UZBEKISTAN	BOTSWANA
TAJIKISTAN	SOUTH AFRICA

Zone 1	Zone 2
KIRGIZSTAN	SOUTH SUDAN
JAPAN	BHARAT
KOREA	GUATEMALA
VICTNAM	COSAVADOR
HONG KONG	COSTA RICA
MACAU	PANAMA
CAMBODIA	PERU
TAIWAN	ARGENTINA
CHINA	BRAZIL
TAIWAN	CHINA
BANGALADESH	COLUMBIA
MADEIRA	VENEZUELA
MADEIRA	BOIVIA
NORFOLK ISLAND	GUAM
INDONESIA	PARAGUA
TIMOR	URUGUA
PHILIPPINES	
THAILAND	
SINGAPORE	
BRUNAI	

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STANDARD, ALL, SMS AND DATA CHARGES

Call	A 2 minute standard call will cost you \$2.00 in countries in Zone 1, \$4.00 in countries in Zone 2 and \$8.00 in Aero or Marine. Calls charged in 60 second increments.
SMS	A message to an Australian Mobile number will cost you \$0.50 in countries in Zone 1 and \$1.00 in countries in Zone 2 or Aero or Marine.
Data usage	Data is charged at \$0.50 per MB in countries in Zone 1, \$1.00 per MB in Countries in Zone 2 and \$15.50 per MB in Aero or Marine.

EARLY TERMINATION

This service can be cancelled at any time. The amount owing for the service will be the cost of the charges incurred up until the time of cancellation of the service. Blocking and unblocking of access to International Roaming can be done by calling us on **1300 889 887**

Other information

WE'RE HERE TO HELP

If you have any questions, just call us on 1300 889 887 so we can serve you better. Or you can visit us at www.tgen.com.au for additional information, including to access information about your usage of the service.

COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.tgen.com.au

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>

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