

CALL 1300 455 620 IN AUSTRALIA  
+61 390 086 119 WHEN OVERSEAS  
[switchedonaustralia.com/overseas](http://switchedonaustralia.com/overseas)

INTERNATIONAL ROAMING  
GUIDE

# ROAMING OVERSEAS


International call rates apply to  
call us when you're overseas.

JAN14

switched  n  
AUSTRALIA

# HEADING OVERSEAS?

GETTING STARTED	02
KEEPING ON TOP OF YOUR COSTS	03
IS YOUR MOBILE READY TO GO?	04
MAKE INTERNATIONAL DATA WORK FOR YOU	06
KEEPING DATA USAGE COSTS DOWN	08
CONNECTING ONCE YOU'VE ARRIVED	10
MAKING CALLS AND SENDING MESSAGES	10
RECEIVING CALLS AND SENDING MESSAGES	12
USING MESSAGEBANK®	13
TROUBLESHOOTING TIPS	14
IF YOUR DEVICE IS LOST OR STOLEN	15
EMERGENCY SERVICES	16
BILLING DELAYS	16
ADVANCE PAYMENT	17



Whether you're relaxing or on business you'll want to have your mobile with you of course. This guide will help you get ready to control your costs while you're "roaming" the world.

Read it through now, and make sure to have it handy while you're away too.

## GETTING STARTED

To begin you'll want to make sure you can gain access to International Roaming at your destination. While having access to over 200 countries, it's worth double-checking that your mobile or broadband device will work on the networks overseas too.

You can check this by going to our website, [switchedonaustralia.com/overseas.php](http://switchedonaustralia.com/overseas.php). Select the type of SIM you are using (Optus or Telstra) and then find the relevant country.



## KEEPING ON TOP OF YOUR COSTS

International Roaming charges are not included in any of your included credits or allowances for calls, data usage, MessageBank®, SMS and MMS. So before you go anywhere make sure you understand the rates you might incur.

Our International Roaming charges are set out under International Roaming Pricing and Compatibility, which you can check online at [switchedonaustralia.com/overseas.php](http://switchedonaustralia.com/overseas.php) or by calling customer service on 1300 455 620.

Also, while overseas you're charged for receiving calls. In some countries the local carrier may also charge what is known as an "airtime rate" for incoming calls. Where possible these are included in our Maximum Charge Information at the website above. All International Roaming charges are free of GST.

## IS YOUR MOBILE READY TO GO?

If you've not used International Roaming before or for a while it likely needs to be activated for your service. To do this, simply call our Customer Service team on 1300 455 620 at least three business days before you depart.

And one more thing - make sure you remove any call barring before you leave. Call barring can restrict your International Roaming access and you won't be able to use your mobile service while you're away.

Give us a call to clear your service while you're still in Australia or check while you're on the phone getting it activated.

To clear your device, check your phone's manual. If you're already overseas and you need to contact us, call +61 390 086 119 from another phone and we'll be able to help.



## MAKE INTERNATIONAL DATA WORK FOR YOU

With International Roaming, you'll be able to access mobile data services for your mobile, smartphone, or mobile broadband device through our overseas roaming partners.

Before you go anywhere, double check that an International Roaming data service is available and compatible with your device in the countries you'll be visiting.

For more info see our website, [switchedonaustralia.com/overseas.php](http://switchedonaustralia.com/overseas.php)

### Tips for your Mobile Broadband device

- Before you leave, make sure International Roaming is active on your service.

- Check your current plan as our standard plans don't include International Roaming data and you'll be charged separately.
- If you would like International Roaming deactivated, just call us on 1300 455 620 or +61 390 086 119 from overseas (international call rates apply).
- Unmetered services are only available within Australia. Any overseas access, including checking your usage on My Account, will incur the International Roaming data rate.

## KEEPING DATA USAGE COSTS DOWN

International Roaming data charges can be expensive. Depending on your needs, you may want to consider the following options to help you stay in control of your data costs:

- keep in mind apps and your mobile email will automatically download data to function. We recommend you disable your apps while travelling internationally to avoid excess charges
- disable data roaming on your device when you're not actively using it overseas (check your user guide for instructions)
- if you're taking your laptop overseas, remember to disable any automatic software updates (including for your security software) so you don't incur megabytes of unintended usage at International Roaming rates

- if you're using a Wi-Fi connection, your device may automatically switch to roaming if the Wi-Fi signal is lost and you will begin to be charged International Roaming rates.
- where possible we recommend using your online My Account features to keep an eye on your usage. As none of your included credit is available while on International Roaming, all data used will be charged on top of your monthly payments. We are also unable to send usage notification SMS messages for this reason, so all data and call usage while on International Roaming is your responsibility.

## CONNECTING ONCE YOU'VE ARRIVED

When you reach your destination, just turn on your phone or plug in your mobile broadband device, and it should automatically connect to the local carrier's network. (Some devices have to be logged on manually. Check your user manual for instructions.)

## MAKING CALLS AND SENDING MESSAGES

When you're on International Roaming, you'll need to use the international dialling format every time you dial:

However, when you're calling from your mobile, you don't actually need to know the local International Access Code. You can just enter  followed by the country code and number.

To call an Australian fixed line while overseas:

for example, to call (03) 9999 1234 from any country, you'd dial + 61 3 9999 1234.

To call an Australian mobile while overseas:

for example, to call 0439 125 109 (that's us) from any country, you'd dial + 61 439 125 109.

To call a local fixed line within the country you're visiting:

dialling the local number in international format will also work.

To call a local mobile within the country you're visiting:

for example, dial the number as you would if you had a local mobile account.

To call a fixed line in any other country:

To call a mobile in any other country:

If you save all your contacts with a  and their appropriate country code, they'll work whether you're in Australia or overseas.

## RECEIVING CALLS AND SENDING MESSAGES

People in Australia can dial your mobile number normally and the call will be forwarded to you as calls received or an SMS will be sent.

The caller will pay their normal mobile call rate. The international forwarding will be billed to you at your International Roaming rate.

People in other countries will need to dial your mobile using the Australian country code – even if they're in the same country as you:

+ 6 1 Mobile number without the leading 0

## USING MESSAGEBANK®

If you already have MessageBank set up, you'll still get your SMS notifications from MessageBank while overseas, just like you receive them in Australia.

To listen to your messages, just follow the instructions in the SMS and dial 1 0 1 or # 1 0 1 #.





## TROUBLESHOOTING TIPS

Just stepped off the plane and you can't log on to a local network?

As long as you've enabled International Roaming and switched off any international call barring before you left Australia, here's what to try:

1. check for network signal strength on your phone's display
2. check that your phone's network mode and network selection are set to 'Automatic'
3. clear any call forwarding or call barring settings that might be blocking your calls
4. make sure you're using the right dialling codes for your national and international calls.

If your phone's still not connecting, try turning it off for a few seconds, then back on.

If none of that works, you may need to call us on +61 390 086 119 (international call rates apply) – we're here to help, just don't forget time zones!

## IF YOUR DEVICE IS LOST OR STOLEN

Firstly, make sure your SIM card and mobile device are both protected with a PIN while you're overseas.

Then, if your SIM card or mobile is lost or stolen, call us immediately so we can block the device and limit your responsibility for any unauthorised usage.

- For SIMs and devices, call +61 390 086 119.

Remember, never store a written copy of your PIN with your mobile. International call rates apply to call us while you are overseas.

## EMERGENCY SERVICES

You can call the local emergency services from any mobile phone, as long as you have a GSM signal and some battery charge.

Dial ①①②

You don't need to have International Roaming activated, or even have a SIM card in your phone.

## BILLING DELAYS

As your roaming usage and charges need to be processed by the overseas carriers first, then billed to us, it can take up to three months from your last International Roaming call before all the costs appear on your Switched On bill.

## ADVANCE PAYMENT

If an advance payment is required to activate International Roaming, the payment will offset any outstanding charges and the remainder will appear as a credit on future bills.

Things you need to know

- Pricing and offers change regularly. Please check [switchedonaustralia.com/overseas.php](http://switchedonaustralia.com/overseas.php) for our latest plans.
- While we do our best to make sure you can access similar services to those in Australia while you're overseas, International Roaming services depend on the capabilities and coverage of our International Roaming partners and may change from time to time.