



# Roaming Travel Pack Rates

Updated: 3 September 2018

## 1. How to activate international roaming

International roaming services are turned off by default but can be activated at any time prior to travel. To avoid bill shock, international roaming can only be used if a Roaming Travel Pack is purchased.

If your Roaming Travel Pack inclusions are used or expired you will not be able to keep using roaming services until another travel pack is purchased.

To activate roaming simply login to your Pennytel Account and click the “Roaming” tab to purchase one of our Travel Packs. Alternatively, you can call us on 1300 232 888.

## 2. Roaming Travel Pack costs and inclusions

Validity Period	5 days	10 days
Price	\$25	\$50
Included voice minutes	60	120
Included SMS	60	120
Included Data (MB)	800	2000

Note: The validity period will start as soon as your travel pack is purchased. i.e. If you are visiting New Zealand on 10 July and you purchase your *Roaming Travel Pack 5* on 9 July at 2pm, your pack will expire on 14 July at 2pm AEST. If you use your included voice minutes and you want to keep making more calls, a new Travel Pack must be purchased.

## 3. Where do I check my remaining inclusions?

To check your inclusions balance, simply login to your Pennytel Account and click on “Service Details”. You will also receive SMS notifications to let you know when you have used 50%, 85% and 100% of your inclusions.

## 4. List of supported international roaming countries

This is a list of countries where your Pennytel service will work provided you have a Roaming Travel Pack added to your service.

If you are visiting a country that is not listed below, then your service will not work and we recommend that you purchase a travel SIM or a local SIM in the country you are travelling to.

Austria	Indonesia	Qatar
Belgium	Ireland	Republic of Korea
Brazil	Isle of Man (UK)	Romania
Bulgaria	Israel	Russia
Cambodia	Italy	Samoa
Canada	Japan	Singapore
China	Latvia	Slovak Republic
Croatia	Lithuania	South Africa
Czech Republic	Luxembourg	Spain
Denmark	Macedonia (Former Yugoslav Rep )	Sri Lanka
Estonia	Malaysia	Sweden
Fiji	Mexico	Switzerland
Finland	Netherlands	Taiwan
France	New Zealand	Thailand
Germany	Nigeria	Tonga
Greece	Norway	Turkey
Guernsey (UK)	Papua New Guinea	UK
Hong Kong	Philippines	USA
Hungary	Poland	Vanuatu
India	Portugal	Vietnam