



# Roaming Travel Pack Information

Updated: 18 May 2022

## 1. How to use international roaming

International roaming services are turned off by default but can be activated at any time prior to travel. To avoid bill shock, we offer a single Roaming Day Pack that is available to use in 57 countries.

Firstly, you'll need to activate roaming simply login to your PennyTel Account and click the "Roaming" tab. You'll be able see the status of roaming and can select to turn it on or off at any time. Alternatively, you can call us on 1300 232 888 during our opening hours if you need assistance.

Once you arrive in an eligible country and do one of the following trigger actions, the Roaming Day Pack will be added to your service automatically. A new pack will be added every 24 hours provided you continue to do one of the following actions:

- Make a phone call
- Receive a phone call
- Send an SMS
- Use data

Note: Receiving an SMS does not trigger a pack to be added, so you can turn on your phone, connect to the local network and receive an SMS without being charged. As soon as you carry out 1 of the above actions, the Roaming Day Pack will be added to your service and you will be charged \$10. Your 24-hour validity period will be based on AET.

## 2. Roaming Day Pack costs and inclusions

Validity Period	24 hours
Price	\$10
Included voice minutes	Unlimited
Included SMS	Unlimited
Included Data (MB)	200

Note: You will have 24 hours from the first trigger to use the inclusions of your pack, after this time another pack will be added, or you can stop using your service.

QUESTIONS OR CONCERNS? 1300 232 888

We're here to help. Contact us online or by phone: Monday to Friday 8am - 8pm and Saturday to Sunday 9am - 7pm (AET).

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

To check your remaining data balance, and your expiry date and time, simply login to your Pennytel Account and click on “Service Details”. You will receive SMS notifications to let you know when you have used 50%, 85% and 100% of your inclusion. You can also choose to receive these usage notifications by emails. Your expiry time will be in Australian Eastern Standard Time, so you will always be able to work out when your pack finishes even if you’re moving between countries.

### 4. List of supported international roaming countries

This is a list of countries where your Pennytel service will work provided you have a Roaming Day 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	India	Qatar
Belgium	Indonesia	Republic of Korea
Brazil	Ireland	Romania
Bulgaria	Israel	Russia
Canada	Italy	Singapore
Cambodia	Japan	Slovak Republic
China	Latvia	South Africa
Croatia	Lithuania	Spain
Czech Republic	Luxembourg	Sri Lanka
Denmark	Macedonia (Former Yugoslav Rep )	Sweden
Egypt (Arab Republic)	Malaysia	Switzerland
Estonia	Mexico	Taiwan
Fiji	Netherlands	Thailand
Finland	New Zealand	Turkey
France	Norway	UAE
Germany	Papua New Guinea	UK

#### QUESTIONS OR CONCERNS? 1300 232 888

We’re here to help. Contact us online or by phone: Monday to Friday 8am - 8pm and Saturday to Sunday 9am - 7pm (AET).

Greece	Philippines	USA
Hong Kong	Poland	Vanuatu
Hungary	Portugal	Vietnam

**QUESTIONS OR CONCERNS? 1300 232 888**

We're here to help. Contact us online or by phone: Monday to Friday 8am - 8pm and Saturday to Sunday 9am - 7pm (AET).