



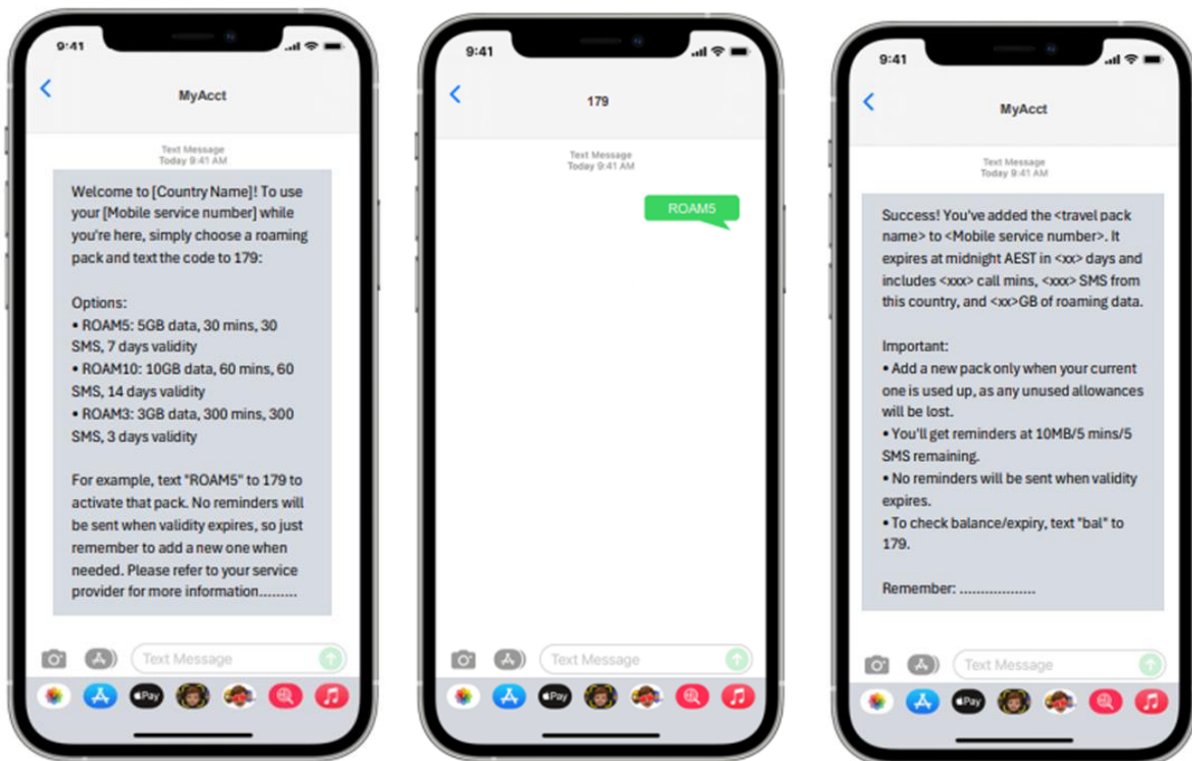
# International Roaming Travel Pack Information

Updated: 27th November 2024

## 1. How to use international roaming

International roaming feature is enabled by default on your PennyTel mobile service. We offer Roaming Travel Packs that are available to use in 68 countries, once you arrive in an eligible country you will receive a SMS notification advising you in order to use your mobile service overseas you will need to opt-in via SMS to activate an International Roaming Travel pack.

To opt-in to your preferred pack, send an SMS with the SMS Keyword to 179. You will receive an automated response confirming the status and you will now be able to start roaming in the destination country, example below



**Note :-** All our travel packs come with Wi-Fi Calling & SMS. Stay connected even without a mobile signal – call and text back home using Wi-Fi.

\* SMS sent to 179 will be toll free and will not incur any end user charges. The SMS recharge service is available to users both in Australia and users who are roaming.

\*\* Please note that you should send this reply to 179, not "MyAcct."

## 2. Roaming Day Pack costs and inclusions

Fee per pack	Travel Pack Name Data Allowance	SMS Keyword to 179	Available Minutes	Available SMS's	Validity Period
\$45	5GB Travel Pack	ROAM5	30 minutes	30 SMS	7 Days
\$75	10GB Travel Pack	ROAM10	60 minutes	60 SMS	14 Days
\$85	3GB Travel Pack	ROAM3	300 minutes	300 SMS	3 Days

**Note:**

1. Travel Packs will expire at 23:59:59PM on the day of expiry. Travel pack will always use Sydney local time (AEST or AEDT), regardless of the country the end-user is roaming in.
2. Roaming packs have various validity periods, but all start and end at midnight AEST. If a pack is activated after midnight, it remains valid until midnight AEST on the expiry date.
3. The roaming period from activation until midnight AEST on the activation date does not count towards the pack's expiration.
4. If you have multiple travel packs active at the same time, the pack with the earliest expiry date will be used first

**Exception:** If you add the same travel pack, your allowances will reset

## 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 send the word "Bal" tList 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.

## 4. International Roaming Destinations

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