

# Mobile International Roaming Rates

International Roaming is only available to countries with international roaming agreements.

The list of countries will change over time however Table 1A is accurate as of 27<sup>th</sup> November 2024.

## International Roaming Packs

Only available if your destination country is listed in Table 1A as eligible for Roaming Travel Packs.

Pack Code	Pack Name	Cost	Data	Calls	SMS	Validity
ROAM5	5GB Travel Pack	\$45	5GB	30 Minutes	30	7 Days
ROAM10	10GB Travel Pack	\$70	10GB	60 Minutes	60	14 Days
ROAM3	3GB Travel BizPack	\$70	3GB	300 Minutes	300	3 Days

\*All our plans come with Wi-Fi Calling & SMS. Stay connected even without a mobile signal – call and text back home using Wi-Fi calling with all on your plan's included unlimited allowances.

## How Will It Work?

*Via SMS Recharge*

Users will receive a welcome message while roaming in eligible destinations.

They simply need to send a "Pack code" via SMS to 179.

Pack Name	Pack Code
5GB Travel Pack	ROAM5
10GB Travel Pack	ROAM10
3GB Travel BizPack	ROAM3

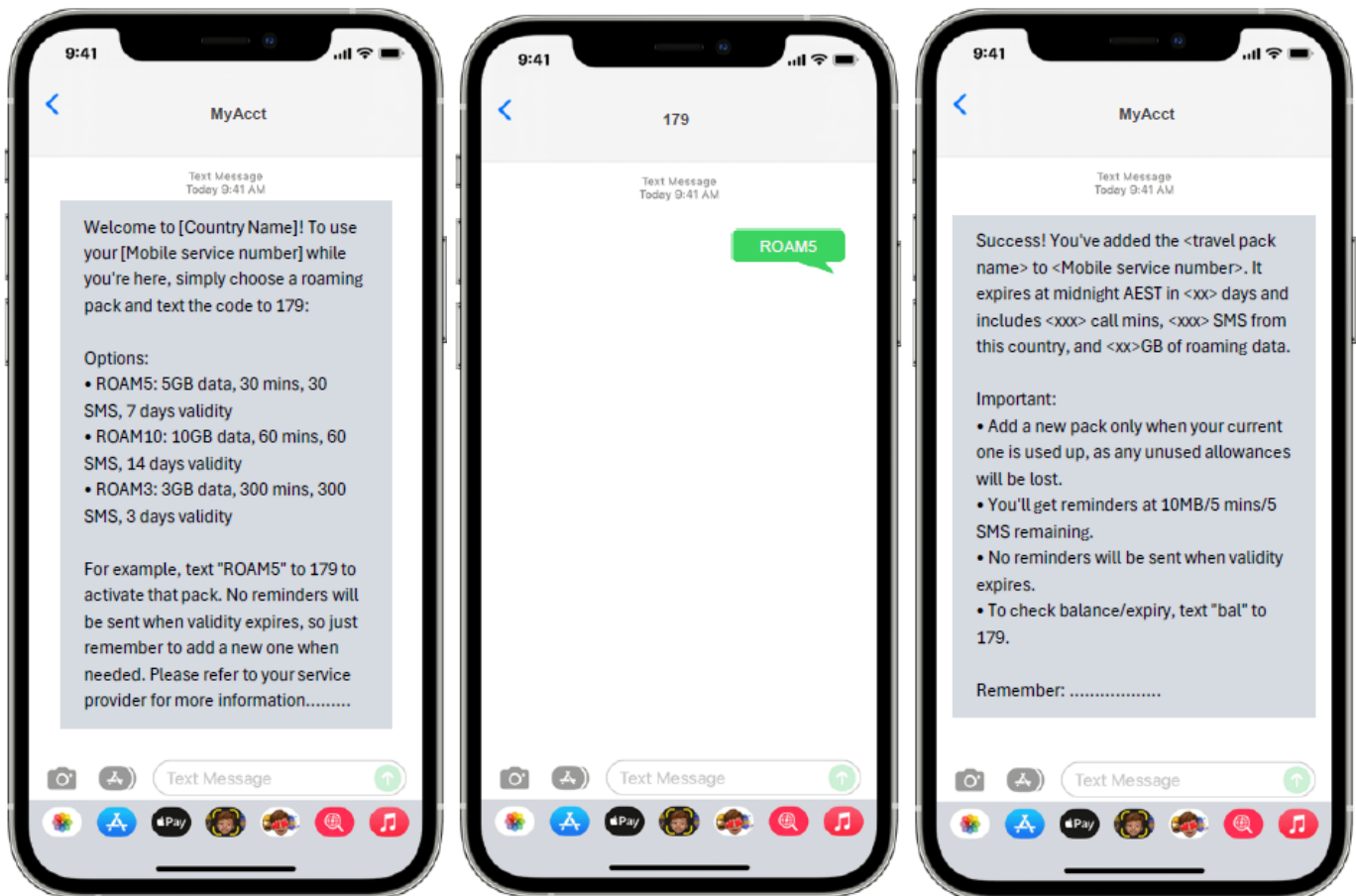
\*SMS sent to 179 will be toll free and will not incur any charges. The SMS recharge service is available to users both in Australia and users who are roaming.

# Mobile International Roaming Rates

## New Roaming Activation Process

### Via SMS Recharge

Please contact our team on 1300 882 888 to enable international roaming feature at least two business days before leaving Australia.



1. User receives a welcome SMS in a qualified roaming destination with pack options.
2. Opt in to desired pack by sending “Pack Code” to 179. Please note that you need to **reply to 179** not “MyAcct.”
3. Receive confirmation SMS and start making and receiving calls while overseas.

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## Travel Pack Utilisation Rules

### Activation

Example: User activates a 5GB roaming pack at 12 noon upon arrival.



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.

### How Travel Pack Allowances Work

If you have multiple travel packs active at the same time, the pack with the earliest expiry date will be used first.

### Example:

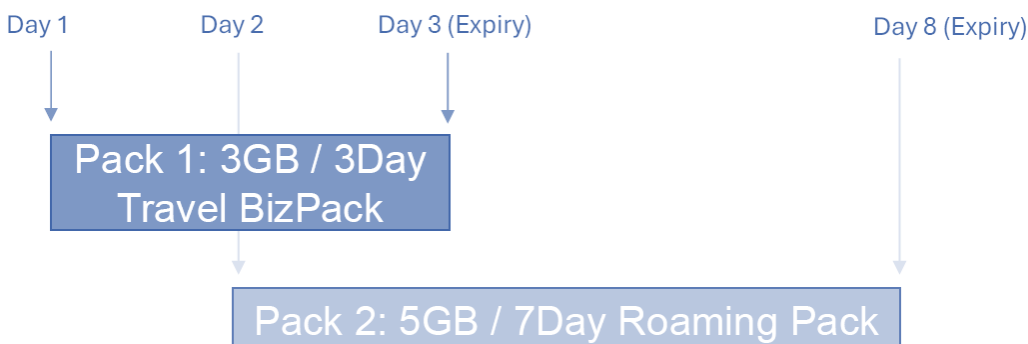
Let's say you run out of data on day 2 of your billing cycle and add a new data pack. Here's how your allowances will be used:

**Calls and SMS:** You'll continue using the allowances from your first pack until it expires. After that, any remaining allowances from your new pack will be used.

**Data:** Your data usage will be deducted from the new data pack immediately.

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

**Note:** This immediate usage applies to calls and SMS usage as well if the first pack expires.



# Mobile International Roaming Rates

**Table 1A – Included Roaming Destinations (68 Countries)**

Austria	Indonesia	Republic of Korea
Belgium	Ireland	Romania
Brazil	Isle of Man (UK)	Russia
Bulgaria	Israel	Samoa
Cambodia	Italy	Saudi Arabia
Canada	Japan	Singapore
Chile	Kenya	Slovak Republic
China	Latvia	Slovenia
Colombia	Lithuania	South Africa
Croatia	Luxembourg	Spain
Czech Republic	Macau	Sri Lanka
Denmark	Macedonia	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	

## Frequently Asked Questions

Q. What happens if I travel to a country not covered by a roaming pack?

A: You won't be able to roam. We advise that you purchase a local SIM to be able to continue to make calls and roam.

Q. I received a welcome message in an eligible roaming destination. Will I also get a product opt-in reminder message if I don't opt in immediately? Can I opt in as and when I need it in a roaming country?

A: Yes, you can opt into the travel packs anytime while you are in an eligible country. The welcome message is sent when you first connect to the network and after 7 days if you remain connected to the same roaming network.

Q. I did not get a roaming message. What do I do?

A: Note that users will only get welcome message when they first latch onto a network and every 7 days (Even if user is already on a pack) if they remain connected. Please contact us on 1300 882 888 or via email at [support@ucpath.com.au](mailto:support@ucpath.com.au) if you experience any issues with roaming.

Q. Will I be able to make Calls and SMS to other destinations covered in the packs?

A: Yes, you can make calls and SMS to both Australia and to countries covered in the pack.

Q. Will I be able to receive calls and SMS if I don't have a roaming pack on?

A: You will be able to receive SMS but not calls, if you don't have a roaming pack on.

\*You can make calls/SMS if you have access to Wi-Fi and Wi-Fi Calling enabled on your device.

Q. Will I be able to remove an IR travel pack?

A: Once activated, it is not possible to remove an active travel pack.