

# CRITICAL INFORMATION SUMMARY

## INTERNATIONAL ROAMING

### INFORMATION ABOUT THIS SERVICE

#### Service Description

International Roaming charges apply to your post-paid mobile phone service when you use it in countries outside Australia. It gives your mobile phone number access to international mobile phone networks and let you make and receive calls, send and receive SMS/MMS, and access mobile data (if available).

#### Inclusions, Exclusions and any Important Conditions, Limitations, Restrictions or Qualifications

International Roaming charges apply to usage of call, messaging and data services, including receiving calls and SMS/MMS messages.

### INFORMATION ABOUT PRICING

Usage of your Mobile for incoming and outgoing calls in countries outside Australia is charged outside of your standard monthly Access Fee. Rates for different services vary from country to country, according to the tables below.

<b>International Roaming Band Structure</b>	<b>Calls Made and Received per 60 secs.</b>
Countries in Zone 1	\$1.500
Countries in Zone 2	\$2.000
Countries in Zone 3	\$2.500
Countries in Zone 4	\$3.000
Countries in Zone 5	\$3.500
Countries in Zone 6	\$4.000
Countries in Zone 7	\$4.500
Countries in Zone 8	\$5.000
<b>Flag fall in all zones is \$0.75</b>	
<b>International Roaming SMS</b>	<b>Per Message</b>
Sending SMS (per message)	\$0.750
<b>International Roaming Data</b>	<b>Per Megabyte</b>
Data Roaming charges (per MB)	\$3.000

## International Roaming Countries (IR)

Country	IR Zone	IR Data Availability
Austria	4	YES
Belgium	6	NO
Bolivia	5	NO
Brazil	5	NO
Bulgaria	5	NO
Canada	4	YES
Cambodia	4	NO
China	5	YES
Cook Islands	4	YES
Croatia	7	NO
Czech Republic	7	NO
Denmark	2	YES
East Timor	3	YES
Egypt (Arab Republic)	7	NO
Estonia	5	NO
Fiji	3	YES
Finland	1	YES
France	3	YES
Germany	2	YES
Greece	2	YES
Guernsey (UK)	2	YES
Hong Kong	3	YES
Hungary	4	YES
India (Limited to Delhi, Mumbai & Uttar Pradesh West only)	5	NO
Indonesia	6	NO
Ireland	3	YES
Isle of Man (UK)	2	YES
Israel	6	NO
Italy	2	YES
Japan	4	YES
Kenya	7	NO
Kuwait	8	NO
Latvia	6	NO
Lithuania	7	NO
Luxembourg	2	YES
Macedonia (Former Yugoslav Rep )	4	YES
Malaysia	2	YES
Malta	8	NO
Mexico	7	NO
Netherlands	3	YES
New Caledonia	2	YES
New Zealand	1	YES
Nigeria	3	YES
Norway	2	YES
Palestine	6	NO
Papua New Guinea	5	NO
Philippines	4	YES
Poland	6	NO
Portugal	2	YES
Qatar	7	NO
Republic of Korea	3	YES
Romania	6	NO
Russia	8	NO
Samoa	5	NO
Singapore	1	YES
Slovak Republic	4	YES
South Africa	1	YES
Spain	5	NO
Sri Lanka	7	YES
Sweden	3	YES
Switzerland	4	YES
Taiwan	2	YES
Thailand	3	YES
Tonga	2	YES
Turkey	6	NO
UAE	5	NO
UK	2	YES
USA	4	YES
Vanuatu	2	YES
Vietnam	2	YES

All rates listed in \$AUD. Calls rates are shown per minute and charged with an initial flagfall plus an increment of 60 seconds and per 60 seconds thereafter.

GST does not apply to roaming charges (with the exception of the standard SMS, MMS, international SMS and international MMS rates).

### **How to activate International Roaming**

In default, International Roaming is not activated. Before going overseas, please call **1300 366 169** to activate the service. International Roaming can be deactivated at any time at no extra cost.

### **Manage Your Service Online**

Customers can view their bills online 24 hours a day, 7 days a week.

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## **OTHER INFORMATION**

### **Data & Phone Usage Information**

Phone Usage information can be obtained via the members portal <http://customers.harbourisp.com.au>

### **Customer Service Contact Details**

You can contact Harbour ISP customer service for Billing assistance on 1300 366 169 or at [accounts@harbourisp.com.au](mailto:accounts@harbourisp.com.au) or Support on 1300 579 403 or at [support@harbourisp.com.au](mailto:support@harbourisp.com.au) for email contact forms and times of operation visit [www.harbourisp.com.au/contact-us](http://www.harbourisp.com.au/contact-us).

### **Complaints and Disputes**

If you need to make a complaint you can: Call 1300 366 169, Fax 1300 766 909, or email [operations@harbourisp.com.au](mailto:operations@harbourisp.com.au)

### **Further Investigation**

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information go online at [www.tio.com.au](http://www.tio.com.au)