

CRITICAL INFORMATION SUMMARY

International Roaming | December 2019



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.

International Roaming Band Structure	Calls Made and Received per 60 secs.
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
Flag fall in all zones is \$0.75	

International Roaming SMS	Per Message
Sending SMS (per message)	\$1.500
International Roaming Data	Per Megabyte
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.

OTHER INFORMATION

Manage Your Services Online

You will have access to a secure Member's Portal where you will be able to view your daily data and call usage for your Harbour ISP service. You will also be able to track all your Harbour ISP invoices, make changes to your existing service and buy new services from this portal. Harbour ISP Member Login Page: <https://members.harbourisp.com.au/login>

Data and Phone Usage Information

Data and Phone Usage information can be obtained via the members login portal <https://members.harbourisp.com.au/>.

Harbour ISP Customer Contacts and Support

General Enquiries

operations@harbourisp.com.au

Contact Numbers

Tel: 1300 366 169

Fax: 1300 766 909

Postal Address

Harbour ISP Pty Ltd, Po Box 572, MUDGEE NSW
2850

Sales

sales@harbourisp.com.au
8.30am-5.30pm Monday to Friday

Accounts

accounts@harbourisp.com.au
8.30am-5.30pm Monday to Friday

Technical Support

support@harbourisp.com.au
8:30am to 10:00pm Mon to Fri, (AEST) and 9:00am
to 10:00pm on weekends

Customer Complaints & TIO Information

For customer complaints, we encourage you to contact us first so that we can try to resolve the complaint. You can contact Harbour ISP's complaint resolution team at operations@harbourisp.com.au or call 1300 366 169.

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman on 1800 062 058. For full contact information visit www.tio.com.au.

Customer Service Details

Contact our Sales Team on sales@harbourisp.com.au or call 1300 366 169 for more information about your service and to order. This is a summary only - the full legal terms for broadband services are available at <https://www.harbourisp.com.au/terms>.