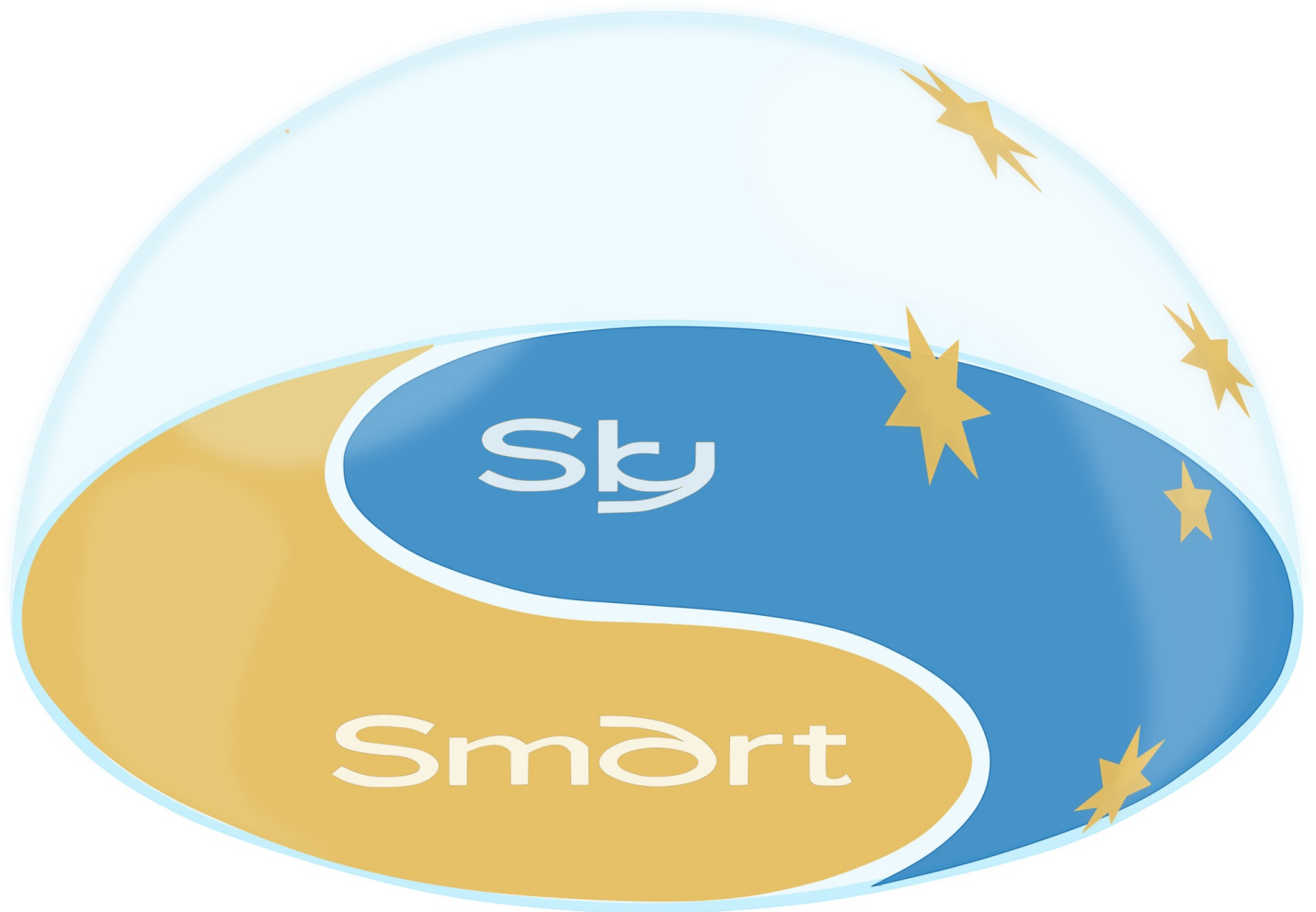


International Roaming Critical Information Summaries

JULY 2016



Phone: 1300 565 623

Email: customerservice@skysmart.com.au

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International Roaming

Critical Information Summary

Information about the service.

Here's a quick summary of all the important bits about your Postpaid SkySmart Mobile International Roaming Facility.

It covers things like the length of your contract and how much you need to pay each month.

International Roaming charges apply to your post-paid mobile phone service when you use it in countries outside Australia. It gives you access to mobile phone networks, your mobile phone number, and lets you make and receive calls, send and receive messages, and access mobile data.

What's Included and Excluded?

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

Information about pricing.

Usage of your Mobile 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.

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

Sending SMS (per message) \$0.750

Data Roaming charges (per MB) \$3.000

International Roaming Band Structure

Calls Made & Received per 60 seconds

International Roaming SMS

Flagfall / Per Message

International Roaming

Per Megabyte

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International Roaming

Critical Information Summary

Country	IR Zone	IR Data Pack
Austria	4	YES
Belgium	6	NO
Bolivia	5	NO
Brazil	5	NO
Bulgaria	5	NO
Canada	4	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
Greece	2	YES
Hong Kong	3	YES
India	5	NO
Ireland	3	YES
Italy	2	YES
Kuwait	8	NO
Lithuania	7	NO
Malta	8	NO
Mexico	7	NO

New Caledonia	2	YES
New Zealand	1	YES
Nigeria	3	YES
Palestine	6	NO
Philippines	4	YES
Portugal	2	YES
Romania	6	NO
Samoa	5	NO
Slovak Republic	4	YES
South Korea	3	YES
Sweden	3	YES
Taiwan	2	YES
Turkey	6	NO
USA	4	YES
Vietnam	2	YES

All rates listed in \$AUD. Calls rates are shown per minute and charged with an initial 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).

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All prices Inc GST

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Critical Information Summary

International Roaming Call, SMS and Data Charges

Call	Call A 2 minute standard call will cost you: <ul style="list-style-type: none">- \$3.88 in countries in Zone 1- \$4.38 in countries in Zone 2- \$4.88 in countries in Zone 3- \$5.38 in countries in Zone 4- \$5.88 in countries in Zone 5- \$6.38 in countries in Zone 6- \$6.88 in countries in Zone 7- \$7.38 in countries in Zone 8 Calls charged in 60 second increments.
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SMS SMS A message to an Australian Mobile number will cost you \$0.75 in countries in any Zone.

Data usage Data usage is charged at \$3.00 per MB in countries in countries in any Zone.

Early Termination

This service can be cancelled at any time. The amount owing for the service will be the cost of the charges incurred up until the time of cancellation of the service. Blocking and unblocking of access to International *Roaming can be done by calling us on 1300 565 623*

How to activate International Roaming

In default, International Roaming is not activated. Please call 1300 565 623 to activate.

Other Information

We're here to help

If you have any questions, call us on 1300 565 623 so we can serve you better. Or you can visit us at www.skysmart.com.au for additional information, including how to access information about your usage of the service.

Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.skysmart.com.au

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>

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