

# Critical Information Summary

## Australia Post Mobile – International Roaming Plan

### Service description

The service provides you with a mobile phone number and access to eligible overseas networks for you to make and receive calls, send and receive SMS and use mobile data.

### Fair Go Policy

The service is subject to our [Fair Go Policy](#) which ensures that all our customers can access the services; and do not use the services in a manner that we consider ‘unreasonable’ or ‘unacceptable’.

### Information about pricing

International Roaming Plan		\$5
Minimum plan cost		\$5
Expiry	30 days from last purchase Top-up before expiry to rollover any remaining allowances	
International calls and SMS allowance	50 minutes of standard calls to and from international fixed lines and standard local mobile, and voicemail. 50 standard international SMS. SMS are free to receive.	
International Data allowance	50MB	
Additional call, SMS, and data	You can purchase additional calls, SMS and data for \$5 per 50min, 50 SMS and 50MB	
Eligible Countries	Albania, Argentina, Armenia, Australia, Austria, Azerbaijan, Bangladesh, Belarus, Belgium, Bosnia and Herzegovina, Brazil, Bulgaria, Cambodia, Canada, Chile, China, Colombia, Croatia, Cyprus, Czech Republic, Denmark, Ecuador, Estonia, Faroe Islands, Fiji, Finland, France, French Polynesia, Georgia, Germany, Greece, Greenland, Guam, Guernsey, Hong Kong, Hungary, Iceland, India, Indonesia, Ireland, Isle of Man, Israel, Italy, Japan, Jersey, Kazakhstan, Korea, Republic of, Kuwait, Kyrgyzstan, Latvia, Liechtenstein, Lithuania, Luxembourg, Macao, Macedonia, Malaysia, Malta, Mexico, Moldova, Montenegro, Myanmar, Nauru, Netherlands, New Zealand, Norway, Pakistan, Palestine, Panama, Papua New Guinea, Philippines, Poland, Portugal, Puerto Rico, Qatar, Romania, Russian Federation, Samoa (Western), San Marino, Serbia, Singapore, Slovakia, Slovenia, Solomon Islands, South Africa, Spain, Sri Lanka, Sweden, Switzerland, Taiwan Province of China, Tajikistan, Thailand, Timor, Tonga, Turkey, Ukraine, United Arab Emirates (UAE), United Kingdom (UK), United States (USA), US Virgin Islands, Vanuatu, Vatican City (Holy See) and Vietnam.	
Cancellation fees	There are no cancellation fees. Any remaining call or data credits will not be refunded.	
Exclusions and limitations	Usage in countries not listed above or on airplanes or cruise ships. Commercial, non-personal, and machine to machine (M2M) use is excluded. Standard calls exclude calls to satellite and premium numbers. Standard international SMS exclude messages to satellite and premium numbers. MMS, video calls, content charges (including third party charges).	

### Other Important Information

#### Device requirements

You will require a mobile device that is compatible with overseas networks.

#### How to purchase

Australia Post Mobile plans can be purchased online at [australiapostconnect.com.au](http://australiapostconnect.com.au) using a credit card or in-store at your local participating Post Office.

## Plan changes

Plan changes are not available for customers on the Australia Post Mobile International Roaming Plan.

## When your plan credit expires

Your plan credit balance and any data top-ups expire after 30 days from your purchase at 11:59pm AEST/AEDT. If you purchase a \$5 top-up before expiry, you can extend the expiry of any remaining call, SMS or data allowances for 30 days.

## Plan renewal, suspension and termination

To continue using your service you must pay on or before the end of your expiry date. Payment can be by manual payment via credit card (Visa/Mastercard) by visiting your account at [australiapostconnect.com.au](https://australiapostconnect.com.au) or by calling our supporting team on 1300 196 916.

- Suspension for non-payment – if your auto renew fails, or payment is not made by the expiry date, your mobile service will be suspended (all outbound calls, SMS and data will be barred) for up to 7 days.
- If payment is not received during this suspension period or before the suspension period expires, the service will be terminated.
- Once terminated your service can be re-activated by you, within 6 months; after 6 months you will not be able to reactivate your mobile number.

If you exceed or use all your call, data, or SMS allowance, that feature will no longer function, and you will no longer be able to use any feature until you top-up your allowance above the exceeded or used level. Usage records can be delayed up to 48 hours.

## Cost of 1MB of data

\$0 per MB for data included in your plan. \$0.10 per MB for additional purchases.

## Data usage

Data usage is measured per kilobyte (Kb), is rounded up to the nearest kilobyte and includes uploads and downloads. 1 gigabyte (Gb) = 1,000 megabytes (Mb) = 1,000,000 kilobytes (Kb).

## Tracking your usage

Given the service is prepaid, you will not receive a bill at the end of the 30-day expiry period. You can track your usage online via your account at [australiapostconnect.com.au](https://australiapostconnect.com.au).

## How to contact us

- Within Australia by calling on 1300 196 916
- Outside Australia by calling on +613 9119 5091
- Email us on [support@australiapostconnect.com.au](mailto:support@australiapostconnect.com.au)
- Complete an online Contact Us form at [australiapostconnect.com.au](https://australiapostconnect.com.au)
- Send a letter to Australia Post Mobile, PO Box 222, South Melbourne VIC 3205

## Customer service and complaints

We encourage all our customers to attempt to contact the Australia Post Mobile support team first when an issue arises so we can resolve your complaint. You can contact our support team on 1300 196 916 or email [complaints@australiapostconnect.com.au](mailto:complaints@australiapostconnect.com.au)

If you are not satisfied with the outcome, you can contact the Telecommunication Industry Ombudsman (TIO) on 1800 062 058 or you can visit [tio.com.au/about-us/contact-us](https://tio.com.au/about-us/contact-us) for more information.

## Summary only

This document is a summary only. Australia Post Mobile may provide special offers for a limited period or to other customers. The full terms and conditions and other policies can be found on our website at [australiapostconnect.com.au](https://australiapostconnect.com.au)