

# IT Guidelines for the Overseas Traveller

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## Contents

1. Introduction .....	2
2. Scope.....	2
3. Objectives.....	2
4. Timing.....	2
5. References .....	2
6. Responsibilities .....	2
7. Recommended.....	2
8. Mobile Phone SIM Card Options.....	3
9. Telephony options .....	4
10. Tips to reduce International Roaming Charges.....	5
11. Computer .....	7
12. Video Conferencing.....	7
Appendix 1. Sample costs whilst travelling in Indonesia. (November 2011).....	8
Appendix 2. FAQ's (extracted from Telstra corporate website).....	10
Appendix 3. Managing Applications on your Smartphone .....	12
Appendix 4. Apple iPhone FAQ's.....	13
Appendix 5. Telstra International Roaming Pocket Guide.....	14

## **1. Introduction**

This document seeks to identify various communications technologies that may be used whilst staff are travelling overseas. It attempts to capture some of the more efficient ways to communicate and warn of some of the pitfalls that confront overseas travellers. It does not cover all technologies available and is intended as a reference guide only. Travellers are advised to conduct independent reviews of charges associated with countries they intend to visit and determine which technologies or methods best suit their individual needs.

## **2. Scope**

This document covers some technology options available to CSU staff to communicate with the University, family and colleagues with a focus on overseas travel. Parts of the information provided may also be applicable to domestic travel. It seeks to advise on some best fit options for telephony, computer access (Internet) and video conferencing.

## **3. Objectives**

The objectives of this policy are to inform travelling staff of some of the available technologies that may be used to communicate with the University, family or colleagues while away from their normal work place. It seeks to highlight some of the known pitfalls and assist travellers to plan how they will engage while travelling.

## **4. Timing**

Whenever University Staff travel (Domestic and international)

## **5. References**

- Australian Government Department of Foreign Affairs and Trade.  
<http://www.smartraveller.gov.au/>
- Telstra Data and Pre-Paid Packs  
[http://www.telstra.com.au/mobile/internat\\_roaming/data-plus-packs.htm](http://www.telstra.com.au/mobile/internat_roaming/data-plus-packs.htm)
- Telstra Pricing and Compatibility  
[http://www.telstra.com.au/mobile/internat\\_roaming/pricing-compatibility.htm?ti=TR:TR:Sep11:mobile:internatroaming](http://www.telstra.com.au/mobile/internat_roaming/pricing-compatibility.htm?ti=TR:TR:Sep11:mobile:internatroaming)
- Telstra Smartphones and Travelling Tips  
[http://www.telstra.com.au/mobile/internat\\_roaming/smartphones-tips.htm](http://www.telstra.com.au/mobile/internat_roaming/smartphones-tips.htm)

## **6. Responsibilities**

It is the responsibility of the staff member travelling to avail themselves of relevant information relating to costs prior to travelling.

## **7. Recommended**

It is highly recommended that staff take their mobile phone with them and ensure it is turned on while travelling. This is very important for when a natural disaster or security issue arises in a foreign country and the university may need to contact travellers to provide safety advice and further information in relation to an emergency situation. [For example CSU had staff in Japan when the 2011 tsunami event occurred and was unable to contact some staff members to gauge their safety and advise of radioactive fallout concerns.]



***It is highly recommended that staff ensure data roaming is disabled, unless required, to ensure no nasty charges are accrued while travelling. (See below for more details)***

It is highly recommended that staff set up a voice mail and check it regularly. This is necessary for the same safety reasons as outlined above.

It is also a recommendation that travellers use the International SOS Travel Portal which is available via the Travel Web Page. You can select a country and then click links to advise emergency phone contact, dialling codes etc.

Link: [http://www.csu.edu.au/division/finserv/staff/travel/international\\_sos](http://www.csu.edu.au/division/finserv/staff/travel/international_sos)



***Make sure you take the time to look at the CSU travel website for further information.***

Link <http://www.csu.edu.au/division/finserv/staff/travel/travelhome>

## **8. Mobile Phone SIM Card Options**

As all CSU smartphones purchased after December 5th 2011 are not locked to a provider there is another alternative to help keep phone costs down while overseas and that is a prepaid SIM card with one of the vendors who operate within the worldwide travel space.



***For iPhone's purchased prior to December 5th 2011 a DIT Service Desk request will need to be submitted to unlock the iPhone. Contact the IT Service Desk on ext 84357***

TravelSIM (<http://www.travelsim.net.au/>) is just one of a raft of new SIM cards specifically aimed at travellers; Lonely Planet has a similar one call ekit ([lonelyplanet.ekit.com](http://lonelyplanet.ekit.com)); Roaming SIM ([roamingsim.com.au](http://roamingsim.com.au)) is another. While calls are still more expensive than using a traditional phone card, the advantages include the convenience of being able to use your own handset.



***Note that this means you will have a different mobile number while using this service***

The TravelSIM works in 140 different countries and because you buy the card before you leave home, there's no need to get a new local SIM card and phone number every time you visit a new country. Expected cost savings can be as high as 75% cheaper than using global roaming and Telstra.

**Indicative pricing:** To receive a call, from anywhere while overseas will cost you \$1.12 with Telstra and nothing with TravelSIM. Unless, of course, you choose to use the TravelSIM 1800 number, which means others can call you for free (from a landline) and you pay 40 cents a minute.

To make a national call, even if it's just around the corner, would cost \$1.84 with Telstra and 85 cents with TravelSim, a great saving for those times when you need to book ahead or call for directions.

You can also keep the SIM card and use the same phone number every time you travel. This makes it very easy for colleagues and friends.

What's more, you don't have to pay for incoming calls as you normally do when you use global roaming on your Australian mobile phone. You can top up the card by phone or online payment. TravelSIM cards are available at Australia Post stores.

## 9. Telephony options

If you're travelling overseas with a CSU Apple iPhone or other CSU smartphone you need to know about International Roaming and data charges. The information below should help you configure your smartphone and stay in control of your data usage and costs.

- Check the availability of International Roaming in your destination and that your device will work there.
- Be aware of Data Roaming Charges
- Deactivate any international call barring settings before you leave (see your device user manual).
- Remember to familiarise yourself with [the Telstra International Roaming Pocket Guide \(PDF, 441kB\)](#).
- When travelling overseas, make sure you take your mobile phone user guide or instruction manual.
- It's also worthwhile taking the time to convert the mobile phone numbers in your phone book to international format.

### Access Advice Summary

Device	Option	Access to	Cautionary Note
Smartphone (3G)	CSU standard SIM	Phone calls   email   Internet browsing	Data roaming charges apply which are very expensive
Smartphone (3G)	SIM Purchased in OS Country connected to domestic network	Phone calls   email   Internet browsing	No data roaming charges apply as long as you remain in that country.
Smartphone (3G)	SIM Purchased in OS Country connected to domestic network and using application such as mynetphone	Phone calls	Use of VoIP phone client, using domestic carrier service.  Minimal costs.

Smartphone (3G)	TravelSIM or similar alternative	Phone calls   email   Internet browsing	Reduced costs of calls and data. Confirm with vendor for pricing.
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## 10. Tips to reduce International Roaming Charges

Telstra recommend the following tips to reduce International Roaming charges:

- Disabling automatic updates and other usage-intensive applications to avoid incurring high International Roaming usage charges. Many programs such as your operating system, entertainment and security software use automatic updates to keep the software up-to-date - sometimes the updates can be quite large and it can happen without you even realising.
- File sharing programs also use large amounts of usage - we recommend only using the internet for what you need while you're away.
- If you open your email inbox whilst you are connected to BigPond Mobile Broadband, be aware that you will be paying to download all emails that are downloaded or sent during your International Roaming session at \$15(GST excl) per MB plus a \$0.50(GST excl) connection fee so this can add up quickly.
- If you need to read an email that you've already received, we recommend that you disconnect your BigPond Mobile Broadband service and access your email inbox offline.
- If you are accessing your BigPond email via MyBigPond we recommend that you only open emails that you need to read whilst overseas. You'll be charged to access any email that you open.

Here's a **guide** to different types of usage and how quickly costs can add up.

Activity	Average Size (MB)	International Roaming Charges \$ (incl. \$0.50 connection fee)
HTML email (with no attachments)	0.025MB	\$0.88
Email attachment (.doc file)	1MB	\$15.50
Web page	0.2MB	\$3.50
MP3 music file	4MB	\$60.50
Online game play	16MB per hour	\$240.50
Streaming video	24MB per hour	\$375.50
Track your usage via "My BigPond"	0.5MB	\$8.00

These prices current December, 2011. For up to date information check the Telstra 'Smartphones & Travelling Tips' Website at:

[http://www.telstra.com.au/mobile/internat\\_roaming/smartphones-tips.htm?ti=TR:TR:Sep11:mobile:internatroaming:domore](http://www.telstra.com.au/mobile/internat_roaming/smartphones-tips.htm?ti=TR:TR:Sep11:mobile:internatroaming:domore)

## 11. Computer

Device	Option	Access to	
Standard CSU Laptop (VPN client)	Wireless Internet connection by local provider	Access To All CSU Services ( <i>Note There May Be Some Latency Experienced Depending Upon The Quality And Speed Of Your Internet connection</i> ).	Wireless connectivity required. Charges may apply from hotel / motel rooms, depending on country etc. (Credit card required). Free wireless available from McDonalds, Starbucks as well as a lot of hotels, airports etc. Also smartphone tethering is a connection option but costs may be prohibitive and you should confirm data charges with your provider before using.
Standard CSU Laptop (No VPN Client)	Wireless Internet connection by local provider	Access to Outlook email or the web based services such as Weboutlook, Communicator and other web based services	Wireless connectivity required. Charges may apply from hotel / motel rooms, depending on country etc. (Credit card required). Free wireless available from McDonalds, Starbucks as well as a lot of hotels, airports etc. Also smartphone tethering is a connection option but costs may be prohibitive and you should confirm data charges with your provider before using.

## 12. Video Conferencing

Device	Option	Access to	
Standard CSU Laptop	Skype	Access to other Skype users	Wireless connectivity required. Charges may apply from hotel / motel rooms, depending on country etc. (Credit card required). Free wireless available from McDonalds, Starbucks as well as a lot of hotels, airports etc. Also smartphone tethering is a connection option but costs may be prohibitive and you should confirm data charges with your provider before using.
Standard CSU Laptop (VPN client)	Desktop video conferencing	CSU Video Conferencing System	Wireless connectivity required. Charges may apply from hotel / motel rooms, depending on country etc. (Credit card required). Free wireless available from

			<p>McDonalds, Starbucks as well as a lot of hotels, airports etc. Also smartphone tethering is a connection option but costs may be prohibitive and you should confirm data charges with your provider before using.</p> <p><i>Requires the Microsoft Office Communicator client installed prior to leaving a CSU campus. Further information available via <a href="http://www.csu.edu.au/division/dit/staff/training/Training_offered_DIT/DesktopGuidelines.htm">http://www.csu.edu.au/division/dit/staff/training/Training_offered_DIT/DesktopGuidelines.htm</a></i></p>
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**Appendix 1. Sample costs whilst travelling in Indonesia. (November 2011)**

## My Destinations

Enter country name

Add destination

Connection:  Monthly plan  Prepaid service

Device: Check compatibility with your destinations by [selecting your device](#).

### Indonesia

<b>Voice or video calls within this country</b>	89c per min
<b>Voice or video calls to Australia</b>	\$5.80 per min
<b>Voice or video calls to another country</b>	\$5.02 per min
<b>Receive voice or video calls in this country</b>	\$1.55 per min (including 44c per min <a href="#">airtime charge</a> ) + 40c setup fee
<b>Send SMS</b>	75c
<b>Send MMS</b>	75c per message plus <a href="#">standard data charges</a>
<b>MessageBank® retrieval</b>	Standard charges apply. <a href="#">View more information</a>
<b>Data charges</b>	1.5c per kB (\$15.36 per MB) + 50c setup fee per session downloaded <a href="#">Data plans</a> and <a href="#">Data packs</a> are available for this country so you can save money on international data usage fees.
<b>Network and frequency</b>	2G + GPRS/3G <a href="#">Frequency Bands (MHz)</a> : 2G (850/900/1800/1900) GPRS/3G (2100) <a href="#">Display individual carrier details</a>

#### Not sure how much data you might use on your mobile phone?

The data Usage Calculator has been designed to help you estimate your MB requirements when accessing the internet on your phone.

[Estimate your data usage](#)

## Appendix 2. FAQ's (extracted from Telstra corporate website)

[https://help.telstra.com/app/answers/detail/a\\_id/19804](https://help.telstra.com/app/answers/detail/a_id/19804)

### Question:

#### How can I manage email retrieval on my mobile phone?

### Answer:

Most 'smart phones' are designed to give you easy email access on the move. They can be configured in email 'push' or 'pull' mode. Either way will incur data charges (in addition to the charge for uploading/downloading emails):

- In 'push' mode, emails are sent to your mobile automatically. These uploads and/or downloads incur data charges. You can specify how often this happens (e.g. every 15 minutes)
- In 'pull' mode, emails are only received when your smartphone checks for new messages

#### To turn off push/fetch email on an Apple® iPhone™:

- Step 1: Tap 'Settings'
- Step 2: Tap 'Mail, Contacts, Calendars'
- Step 3: Tap 'Fetch New Data' (if you can't see this option, go back one step to the main Settings page, then tap Fetch New Data)
- Step 4: Set 'Push' to 'Off'

If you want to turn off push notifications for apps installed on an HTC device:

Follow the below steps to turn off/on push/fetch email on **HTC Desire or Wildfire device** (Android™ operating system)

- Step 1: Press 'Menu' key
- Step 2: Tap 'Settings'
- Step 3: Tap 'Accounts & Sync'
- Step 4: Select the email account
- Step 5: Tap 'Mail, Contacts, Calendars' (Tick = on, No Tick = off)
- Step 6: Tap 'Schedule'
- Step 7: Choose the suitable options available. (With these devices there is the option to set peak and off-peak times and have push email, manual email fetching, or preselected fetching e.g. every 5, 10, 15, 30 mins)

How to turn off/on push/fetch email on **HTC 7 Mozart and HD7** (Windows® Phone 7)

- Step 1: Tap 'Settings'
- Step 2: Tap 'Email & Accounts'
- Step 3: Select the email account
- Step 5: Tap 'Email, Contacts, Calendars' (Tick = on, No Tick = off)

Step 6: Tap beneath 'Download new content' – Select from the options of as items arrive, every 15 minutes, every 30 minutes hourly or manually

For instructions for other phones, please check your manual or visit your [phone manufacturer's website](#) for further information.

You can also [turn off data when you're using international roaming](#).

### **Things you need to know:**

This information is supplied to assist smart phone customers manage their data roaming charges when overseas. Telstra does not guarantee that the actions described above will stop data roaming charges from being incurred. Please consult your device manual for detailed information about the operation of your device.

The steps highlighted above may not work in all cases. Software updates released by the device manufacturer or other third-party operating software may alter the behaviour of the device and consequently prevent the actions described above taking effect.

Apple, iPhone and iTunes are trademarks of Apple, Inc., registered in the US and other countries. TM and ® are trademarks and registered trademarks of Telstra Corporation Limited, ABN 33 051 775 556. The RIM and Blackberry families of related marks, images and symbols are the exclusive properties of and trademarks of Research in Motion Limited - used by permission. TM and ® are trademarks and registered trademarks of Telstra Corporation Limited, ABN 33 051 775 556. Android, the Android compatibility mark, Android Market the Android Market Logo, Google and Google Maps are trademarks of Google, Inc. MOTOROLA XOOM is a trademark of Motorola Mobility, Inc. Windows Phone and Microsoft are trademarks of the Microsoft group of companies.

### Appendix 3. Managing Applications on your Smartphone

#### Question:

How do I manage data usage of applications on my mobile phone?

#### Answer:

Most mobile phones can now download and run a huge range of applications (or "apps"). Many of these apps incur data charges - when you use them and also when they periodically check for updates, content or other services.

You can reduce data usage by turning off **push notifications** for apps installed on your phone.

Here's how to do it on an Apple® iPhone™:

- Step 1: Tap 'Settings'
- Step 2: Scroll down to your installed applications
- Step 3: Tap an 'app'
- Step 4: Check for any setting which controls the push notification mode, such as 'Push Notifications' or 'Notifications'
- Step 5: Set the 'Push' option to Off

You'll need to repeat these steps for each app - but remember, not all apps will have push notifications.

For other mobile phones, please check your manual instructions on managing app data usage. If you don't have your manual handy, [find it online](#).

To reduce data usage when you're overseas, you can [turn off data when you're using international roaming](#).

#### Things you need to know:

This information is supplied to assist smartphone customers manage their data roaming charges when overseas. Telstra does not guarantee that the actions described above will stop data roaming charges from being incurred. Please consult your device manual for detailed information about the operation of your device.

The steps highlighted above may not work in all cases. Software updates released by the device manufacturer or other third-party operating software may alter the behaviour of the device and consequently prevent the actions described above taking effect.

## Appendix 4. Apple iPhone FAQ's

### How can I turn off data on my mobile when I'm using International Roaming?

#### Apple® iPhone™

- Step 1: Tap 'Settings'
- Step 2: Tap 'General'
- Step 3: Tap 'Network'
- Step 4: Set Data Roaming to either 'Off' or 'On'

### How will I know International Roaming is active when I am overseas?

When roaming customers connect to an overseas mobile network, you will receive two standard Welcome SMS from Telstra:

- "While roaming, technical issues can be reported Telstra's 24x7 helpdesk by calling +61439125109"
- "Whilst roaming overseas all voice calls, SMS, MMS and data usage will be charged at higher rates than when in Australia. Contact Telstra for more info"

Roaming customers cannot opt out from receiving these service SMS. If you do not wish to be disturbed or woken during the night, it is recommended that you configure your Telstra mobile to a 'silent' profile or to an unobtrusive message arriving tone or sound.

### Can I use International Roaming with my Apple iPhone?

You can use your iPhone for voice calls where International Roaming is supported. View our [supported international roaming destinations](#). ***Please be aware that the Apple iPhone is a data-intensive device and can use large amounts of data - for example, by automatically checking your email on a frequent basis.*** The device also periodically checks for your emails even if there aren't any emails to download, so please be aware that this will incur charges.

View [understanding Data Charges whilst Roaming Overseas](#).

To minimise your data costs, we highly recommend that you purchase an International Roaming Data Pack before travelling overseas. To check if these are available where you are travelling please refer to the Data Packs and Plans tab on our [International Roaming page](#).

International data roaming is turned off by default on the Apple iPhone.

To activate mobile Internet while using International Roaming with your Apple iPhone, please follow these four steps:

- Step 1: From the Home screen, tap 'Settings'
- Step 2: Tap 'General'
- Step 3: Tap 'Network'
- Step 4: Switch Data Roaming to 'On'

For more information and a list of supported countries, please check the GPRS Roaming or 3G Roaming tabs on our [International Roaming](#) page.

## Appendix 5. Telstra International Roaming Pocket Guide.



### TELSTRA INTERNATIONAL ROAMING POCKET GUIDE

#### Telstra International Roaming

Telstra International Roaming makes it easy to keep using your Telstra Next G<sup>®</sup>, 3G or GPRS/GSM device when you go overseas.

This user guide includes information on:

- what to do before you leave; and
- what you'll need while you're overseas.

#### What to do before you leave

Visit [telstra.com/info/roaming](http://telstra.com/info/roaming) to make sure:

- International Roaming is available where you're going
- that your device will work on the overseas carrier's network
- you are aware of International Roaming charges for calls and data usage, including MessageBank<sup>®</sup> access, SMS or MMS messaging and data usage and you understand that the cost of using these services while you are overseas are not included in our standard plans (including data plans); and
- deactivate any international call barring on your telephone service (call us on 12 51 09 to do this) or on your device before you leave (see your user manual).

International Roaming can be costly, so you may want to either:

- disable data access while you're overseas via your handset (refer to your handset manual); or
- take up an International Roaming Data Plan or Pack with an included International Roaming usage allowance (for a list of countries available and to find out if you are eligible for our International Roaming Data Plans and Packs, visit [telstra.com.au/info/roaming](http://telstra.com.au/info/roaming)).

If you've used International Roaming on your service before, it will still be active. However, if you've been disconnected during the last six months, you'll need to reapply.

If you haven't used International Roaming before, you'll need to apply for it at least three business days before you go overseas:

- visit [telstra.com/info/roaming](http://telstra.com/info/roaming) for your personal mobile
- visit [telstrabusiness.com](http://telstrabusiness.com) if you have a business mobile

- if you're an Enterprise & Government customer, call your Customer Care team on 1800 730 053.

Deactivate any international Call Barring settings before you leave (see your user manual).

NOTE: If you're on Telstra Pre-Paid, International Roaming is automatically active so there's no need to apply.

#### You can contact us anytime whilst in Australia

- visit [telstra.com/info/roaming](http://telstra.com/info/roaming)
- visit your Telstra store or Telstra partner
- call 12 5109 anytime – 24 hours a day
- for business services, visit [telstrabusiness.com](http://telstrabusiness.com) or contact your Telstra Account Executive.

#### International Roaming rates

International Roaming charges for calls, MessageBank<sup>®</sup> access, SMS or MMS messaging and data usage are set out in Our Customer Terms. In some countries, the local carrier may also charge you airtime rates for incoming calls.

When someone calls you, they pay for the mobile connection within Australia. The call will then be redirected to your mobile overseas and you'll be billed for receiving this international call.

NOTE: International Roaming calls made and received are GST free.

TIP: for current rates, visit [telstra.com/info/roaming](http://telstra.com/info/roaming)

#### International Roaming data

International Roaming data allows you to access mobile data services in many countries through Telstra's GPRS and 3G roaming partners. Please refer to [telstra.com/info/roaming](http://telstra.com/info/roaming) for a list of countries where data roaming is available.

Casual International Roaming data can be costly, so you may want to either disable data access on your device while you're overseas or choose one of our dedicated International Roaming data options.

You'll still be able to make and receive calls and SMS while your data services are switched off.

NOTE: some phones (like smartphones) may have software or applications that automatically initiate data sessions. For example, it may be checking your email on a frequent basis and you will incur charges even if there aren't any emails to download.

You'll find a full list of participating countries, rates, operators and details about our International Roaming data plans and packs at [telstra.com/info/roaming](http://telstra.com/info/roaming). For business services, visit [telstrabusiness.com](http://telstrabusiness.com) or contact your Telstra Account Executive.

#### Telstra Mobile Broadband<sup>®</sup> International Roaming

Before you leave, make sure International Roaming is active on your service and that your device is compatible with the carrier's network at your destination. International Roaming data usage is not included in our standard data plans and will be charged as set out in Our Customer Terms.

TIP: you may be able to take up an International Roaming Data Plan with an International Roaming usage allowance included. Find out more at [telstra.com/info/roaming](http://telstra.com/info/roaming)

#### Telstra Pre-Paid Mobile Broadband International Roaming

International Roaming is automatically available with Telstra Pre-Paid Mobile Broadband.

TIP: you can purchase an International Roaming Browse Plus Pack, which includes an international roaming usage allowance in eligible countries. Find out more at [telstra.com.au/info/roaming](http://telstra.com.au/info/roaming)

#### BigPond<sup>®</sup> Mobile Broadband International Roaming

If you already use BigPond Mobile Broadband in Australia, International Roaming is now automatically activated on all new services.

If you'd prefer that it wasn't, call us on 13 POND (13 7663) and we'll deactivate it for you (call +61 2 9242 0213 if you're already overseas. International calling rates apply).

Please note that:

- BigPond® services are only unmetered within Australia. Any usage overseas, including checking your usage on My BigPond, will be charged at the International Roaming data rate
- you'll need to disable any programs that use automatic updates to keep software up-to-date, like security software. These can incur high International Roaming usage charges without you even knowing
- International Roaming costs can add up quickly so, if you use BigPond Mobile Broadband overseas, you should monitor your usage by logging into 'My BigPond' and selecting 'Manage my Account' and 'My Usage'; and
- if you have an International Roaming Data Plan, make sure you call us to cancel your international roaming data plan when you get back to Australia – or the monthly charge will continue to apply.

### What you need while you're overseas

On arrival, just turn on your phone or set up your broadband device and it will connect to a local network for you.

**TIP:** some phones/data devices may need to be manually 'logged on' to an overseas carrier network (see your user manual).

If you need to contact us:

- visit [telstra.com/info/roaming](http://telstra.com/info/roaming)
- to call from overseas
  - from your Telstra mobile service, call +61 439 125 109 anytime – 24 hours a day (international call rates will apply); or
  - from an international fixed line, you will need to use the appropriate international access code (this is also known as international call prefix) where you are located. Please use the following dialling format:  

International access code	+	6	1	4	3			
		9	1	2	5	1	0	9

  
International call rates apply.

### How to make calls and send messages (SMS/MMS)

When you use International Roaming,

you'll need to use an international dialing format for every call. Usually you can just use the **+** on your keypad for international access (press and hold the **0** key on most mobiles), wherever you are.

**TIP:** if you include the appropriate international prefix whenever you save numbers in your mobile, they'll work normally in Australia or overseas.

#### To reach an Australian fixed line

+	6	1	Area code without leading 0	Phone number
---	---	---	-----------------------------	--------------

  

Send
------

so, to call (03) 9999 1234 from any country, dial +61 3 9999 1234.

#### To reach an Australian mobile

+	6	1	Mobile phone number without leading 0	Send
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so, to call 0499 123 456 from any country, dial +61 499 123 456.

#### To reach a local fixed line within an overseas country

Local area code	Local phone number	Send
-----------------	--------------------	------

 dialling the local number in international format will also work.

#### To reach any international fixed line phone

+	Country code	Area code	Local phone number	Send
---	--------------	-----------	--------------------	------

  
remember to take the leading **0** off the normal 

Area code
-----------

### How to receive calls and messages

Callers back in Australia can simply dial your mobile number as if you were still here 

Your mobile number	Send
--------------------	------

Callers from overseas need to make an international call to you via Australia, even if you're both in the same country, by dialling: 

+	6	1	Mobile phone number without leading 0	Send
---	---	---	---------------------------------------	------

 Remember, there's no need to dial the leading **0** of your mobile number.

### How to use MessageBank\*

If you already have MessageBank, you'll automatically get SMS notifications from MessageBank while you're overseas. Simply follow the instructions in the SMS and dial 

1	0	1
---	---	---

 or 

#	1	0	1	#
---	---	---	---	---

Send
------

 to retrieve your messages.

**NOTE:** that 

#	1	0	1	#
---	---	---	---	---

 is not available on Pre-Paid mobiles.

### How to use Telstra Voice2Text™

If you already have Voice2Text and you activate International Roaming, you'll keep getting your Voice2Text notification messages while you're overseas.

### How to make emergency calls

Dial 

1	1	2
---	---	---

 for emergency services in any country you visit that has a GSM network. You don't need a SIM card in your phone – just a GSM signal and a charged battery.

### Troubleshooting

If you know you've enabled International Roaming but you can't get onto an overseas network:

- make sure your phone's network mode and network selection are set to automatic
- check the signal strength on your phone's display
- clear any call forwarding or call barring settings that might be blocking your calls
- make sure you're using the right dialing codes for your national and international calls.

If you still can't work out the problem, try turning your phone off for a few seconds then back on. If that doesn't work, you might need to call us on +61 439 125 109 – 24 hours a day (international call rates will apply).

### Lost or stolen devices

Keep your SIM card and device PIN protected while you're overseas. If your SIM card or device is lost or stolen, call us immediately on +61 439 125 109 (for Telstra SIMs or devices) or +61 2 9242 0213 (for BigPond® devices). Please note international call rates will apply.

**TIP:** never store your PIN with your SIM card.

### Billing

It could take up to three months after you return from overseas for the last roaming charges to appear on your Telstra bill. This depends on the length of your trip, the time it takes overseas carriers to provide their information to us and your mobile billing cycle.

### Things you need to know

We endeavour to ensure that you are able to access similar services while you are overseas to those available to you in Australia. Our International Roaming services are dependent on the capabilities and coverage of our International Roaming partners and may change from time to time.

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