DVC TELCO

International Roaming: Common Issues and FAQs

Updated November 2026

Before leaving Australia

We recommend contacting the DVC Telco team before you go overseas to confirm your service is active and ready to roam. Check the following before you leave:

Is Data Roaming turned on?

- **iPhone** – Settings >> Mobile Service >> Mobile Data Options >> Data Roaming ON
- **Samsung** – Settings >> Connections >> Mobile networks >> Data roaming ON
- **Other Android** – Settings >> Network & internet >> SIMs >> Roaming ON

Recently ported to DVC Telco?

You may need to reset your network settings (this also removes saved Wi-Fi passwords):

- **iPhone** – Settings >> General >> Transfer or Reset iPhone >> Reset >> Reset Network Settings
- **Android** – Settings >> General management (or System) >> Reset >> Reset network settings (or Reset Wi-Fi, mobile & Bluetooth) >> confirm

Is network selection set to Automatic?

- **iPhone** – Settings >> Mobile Service >> Network Selection >> Automatic ON
- **Samsung** – Settings >> Connections >> Mobile networks >> Network operators >> Select automatically ON
- **Other Android** – Settings >> Network & internet >> SIMs >> Automatically select network ON

Menu names vary slightly between phone models and software versions.

Is your destination covered?

Check that your destination is one of the 68 countries where an International Roaming Travel Pack can be added (see our International Roaming Travel Pack CIS). Pay-as-you-go roaming is barred, so your service will not work on mobile networks in any other country, or in the Bihar, Orissa (Odisha), UP East and West Bengal areas of India. If your destination is not covered, use Wi-Fi Calling & SMS or buy a local SIM card when you arrive.

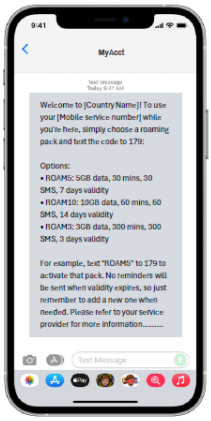
Have you reviewed our packs and process?

Our three Travel Packs, how to activate them and the related charges are explained in the International Roaming Travel Pack CIS and Mobile Costs in and outside Australia CIS at www.dvctelco.com.au/customer-information-summary.

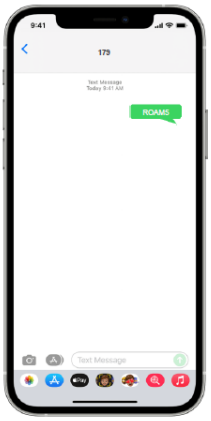
How to use international roaming

International roaming is turned on by default. When you arrive overseas and your phone connects to a local network, you will automatically receive a welcome SMS advising that:

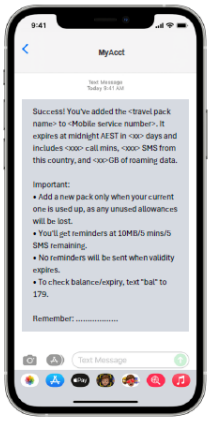
1. you are in an **eligible country** and can add an International Roaming Travel Pack; or
2. you are in a country where **international roaming is not available**. Pay-as-you-go (PAYG) roaming is barred on all DVC Telco services, so your service will not work on local networks there. You can still use Wi-Fi Calling & SMS, or buy a local SIM card at your destination.



1. User receives welcome SMS in a qualified roaming destination with pack options.



2. Opt in to desired pack by sending "pack code" to 179.**



3. Receives confirmation SMS and can start roaming.

To add a pack, SMS **ROAM5**, **ROAM10** or **ROAM3** to **179**. You will receive an SMS confirming the pack has been activated, or advising that it has not been activated. If your pack is not activated, call us on 1300 655 985.

Pack Code	Data Inclusion	Call Inclusion	SMS Inclusion	Valid	Cost
ROAM5	5GB	30 Mins	30 SMS	7 Days	$35.00
ROAM10	10GB	60 Mins	60 SMS	14 Days	$60.00
ROAM3	3GB	300 Mins	300 SMS	3 Days	$65.00

A pack is only added and charged when you send a pack code to 179 — receiving SMS overseas does not trigger a charge. Without an active pack your service will not work on overseas mobile networks, as PAYG roaming is barred. Pack validity expires at midnight Australian Eastern Time (AET). When your pack expires or is used up, SMS a new pack code to 179 to keep roaming. SMS "bal" to 179 to check your remaining balance and expiry.

Troubleshooting while overseas

No SMS received when you arrive at your destination?

- Check whether your phone is searching for a network. If not, turn Data Roaming off and on again.
- Restart your phone (turn it off and on) a couple of times to prompt it to find a network.
- Make sure Airplane Mode is off.
- Select a network manually: iPhone – Settings >> Mobile Service >> Network Selection >> turn Automatic OFF, wait for networks to appear and choose a preferred (P) network for your country from our Allowable International Roaming Operator List. Samsung/Android – Settings >> Connections >> Mobile networks >> Network operators >> turn Select automatically OFF, then choose a preferred network.
- Try sending ROAM5, ROAM10 or ROAM3 to 179 — this may prompt the service to activate.
- Connect to Wi-Fi. Wi-Fi Calling & SMS works under your plan at no extra cost, so you can call DVC Telco support from overseas.

Wi-Fi Calling & SMS while overseas

All DVC Telco plans include Wi-Fi Calling & SMS. While overseas you can call and SMS whenever you are connected to Wi-Fi, using your plan's standard national inclusions of unlimited calls and SMS. You do not need an active International Roaming Travel Pack for this, as it uses Wi-Fi for voice and SMS.

International Roaming Troubleshooting Checklist

When you contact us or send a support ticket to support@dvctelco.com.au, please include the following details so we can help quickly:

Check	Your details
Mobile number	
Time and date of arrival (local time)	
Handset – brand and model	
Latest software update installed?	
Current destination / location	
SMS received from '179'?	
Network selection set to Automatic?	
Handset restarted twice?	
Airplane Mode off?	
Data Roaming turned on?	
Connected to Wi-Fi?	
Calls and data working on Wi-Fi?	

Contact DVC Telco

Contact	Details
Phone	1300 655 985 (Monday to Friday 8am to 5pm)
After hours support	1300 655 985 (including international roaming issues)
Email	support@dvctelco.com.au
Website	www.dvctelco.com.au
Customer portal	portal.dvctelco.com.au
Postal address	PO Box 423, Cowra NSW 2794

If your complaint is not resolved to your satisfaction, you may contact the Telecommunications Industry Ombudsman (TIO) on 1800 062 058 (tio.com.au), a free and independent service.