International Roaming Travel Pack: Critical Information Summary

Updated November 2026

Summary

This summary sets out the International Roaming Travel Packs available with DVC Telco Standalone Mobile plans, how to add one, and where you can use it. Roaming charges are in addition to your plan's minimum monthly charge.

Travel Pack costs and inclusions

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

To add a pack, SMS the pack code of your choice (ROAM5, ROAM10 or ROAM3) to 179.

How to use international roaming

- International roaming is turned on by default on all DVC Telco mobile services. Your plan's monthly inclusions and banked data cannot be used while overseas.
- When you arrive overseas and your phone connects to a local network, you will automatically receive a welcome SMS advising either that you are in an eligible country and can add an International Roaming Travel Pack, or that you are in a country where international roaming is not available.
- Once you send a pack code 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.
- A pack is only added and charged when you send a pack code to 179. Receiving an SMS overseas, or connecting to a local network, does not trigger a charge.
- **Pay-as-you-go (PAYG) international roaming is barred** on all DVC Telco services. You can only use your service on overseas mobile networks in the eligible countries listed below, with an active Travel Pack. Without an active pack, or in any other country, calls, SMS and data on overseas mobile networks will not work. In those countries use Wi-Fi Calling & SMS, or buy a local SIM card when you arrive.
- Pack validity expires at midnight Australian Eastern Time (AET), so you can always work out when your pack finishes wherever you are. Unused pack inclusions are lost when the pack expires and do not carry over or bank.
- When your pack expires or is used up, SMS a new pack code to 179 to keep roaming.

How do I find out my remaining allowance?

- SMS "bal" to 179 to check your remaining balance and expiry.
- You will receive SMS notifications when you have used 50%, 85% and 100% of your pack allowance. You can also choose to receive roaming usage alerts by email.

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, at no extra cost. You do not need an active Travel Pack for this, as it uses Wi-Fi for voice and SMS.

Countries eligible for an International Roaming Travel Pack

You can add a Travel Pack in the following 68 countries.

Destination	MCC	Destination	MCC
Austria	232	Macao	455
Belgium	206	Malaysia	502
Brazil	724	Mexico	334
Bulgaria	284	Nauru	542
Cambodia	456	Netherlands	204
Canada	302	New Zealand	530
Chile	730	Nigeria	621
China	460	North Macedonia	294
Colombia	732	Norway	242
Croatia	219	Papua New Guinea	537
Czechia	230	Philippines	515
Denmark	238	Poland	260
Egypt	602	Portugal	268
Estonia	248	Qatar	427
Fiji	542	Romania	226
Finland	244	Samoa	549
France	208	Saudi Arabia	420
Germany	262	Singapore	525
Greece	202	Slovakia	231
Guernsey	234	Slovenia	293
Hong Kong	454	South Africa	655
Hungary	216	Spain	214
India *	404, 405	Sri Lanka	413
Indonesia	510	Sweden	240
Ireland	272	Switzerland	228
Isle of Man	234	Taiwan	466
Israel	425	Thailand	520
Italy	222	Tonga	539
Japan	440	Türkiye	286
Kenya	639	United Arab Emirates	424
Korea (Republic of)	450	United Kingdom	234
Latvia	247	United States of America	310, 311, 316
Lithuania	246	Vanuatu	541

Destination	MCC	Destination	MCC
Luxembourg	270	Viet Nam	452

* India: Travel Packs and roaming are not available in the Bihar, Orissa (Odisha), UP East and West Bengal service areas.

More information

Read this summary with our Standalone Mobile Plans CIS and the Mobile Costs in and outside Australia CIS, available at www.dvctelco.com.au/customer-information-summary, in the customer portal, or on request. The Allowable International Roaming Operator List shows the overseas networks your phone may use, and the International Roaming FAQ and Troubleshooting guide helps if your service does not connect.

Contact DVC Telco	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.