DVC TELCO

# Mobile Costs in and outside Australia: Critical Information Summary

Updated November 2026

## Summary

This summary sets out the retail charges that apply to DVC Telco Standalone Mobile plans for international calls and messages sent from Australia, and how you can use your mobile outside Australia. These charges are in addition to your plan's minimum monthly charge and appear on your monthly invoice.

## Using your mobile outside Australia

International roaming is turned on by default. Your plan's monthly inclusions and banked data cannot be used while overseas. In the 68 countries below you can add an International Roaming Travel Pack by SMSing ROAM5, ROAM10 or ROAM3 to 179:

| 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 |

**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 countries below, with an active Travel Pack — there are no other roaming charges. Without an active pack, or in any other country, calls, SMS and data on overseas mobile networks will not work. Wi-Fi Calling & SMS uses your plan's standard national inclusions, at no extra cost, while you are connected to Wi-Fi overseas.

**Countries eligible for an International Roaming Travel Pack**

| Destination | MCC | Destination | MCC |
|---|---|---|---|
| **Austria** | 232 | Belgium | 206 |
| **Brazil** | 724 | Bulgaria | 284 |
| **Cambodia** | 456 | Canada | 302 |
| **Chile** | 730 | China | 460 |
| **Colombia** | 732 | Croatia | 219 |
| **Czechia** | 230 | Denmark | 238 |
| **Egypt** | 602 | Estonia | 248 |
| **Fiji** | 542 | Finland | 244 |
| **France** | 208 | Germany | 262 |
| **Greece** | 202 | Guernsey | 234 |
| **Hong Kong** | 454 | Hungary | 216 |
| **India *** | 404, 405 | Indonesia | 510 |
| **Ireland** | 272 | Isle of Man | 234 |
| **Israel** | 425 | Italy | 222 |
| **Japan** | 440 | Kenya | 639 |
| **Korea (Republic of)** | 450 | Latvia | 247 |
| **Lithuania** | 246 | Luxembourg | 270 |
| **Macao** | 455 | Malaysia | 502 |
| **Mexico** | 334 | Nauru | 542 |
| **Netherlands** | 204 | New Zealand | 530 |
| **Nigeria** | 621 | North Macedonia | 294 |

| Destination | MCC | Destination | MCC |
|---|---|---|---|
| **Norway** | 242 | Papua New Guinea | 537 |
| **Philippines** | 515 | Poland | 260 |
| **Portugal** | 268 | Qatar | 427 |
| **Romania** | 226 | Samoa | 549 |
| **Saudi Arabia** | 420 | Singapore | 525 |
| **Slovakia** | 231 | Slovenia | 293 |
| **South Africa** | 655 | Spain | 214 |
| **Sri Lanka** | 413 | Sweden | 240 |
| **Switzerland** | 228 | Taiwan | 466 |
| **Thailand** | 520 | Tonga | 539 |
| **Türkiye** | 286 | United Arab Emirates | 424 |
| **United Kingdom** | 234 | United States of America | 310, 311, 316 |
| **Vanuatu** | 541 | Viet Nam | 452 |

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

## International SMS and MMS sent from Australia

Your plan includes unlimited standard national SMS and photo MMS. The following PAYG charges apply to messages sent from your DVC Telco mobile in Australia that are not included in your plan:

| Message type | Ex GST | Inc GST |
|---|---|---|
| **Standard SMS to an international number not included in your plan (per message)** | $0.31 | $0.34 |
| **Standard MMS to an Australian number** | $0.00 | $0.00 |
| **Standard MMS to an international number (per message)** | $0.68 | $0.75 |
| **Video MMS to an Australian number (per message)** | $0.45 | $0.50 |
| **Video MMS to an international number (per message)** | $0.90 | $0.99 |

*Charges apply to outgoing messages only. MMS also uses data, which is charged at the applicable rate for incoming and outgoing messages. Inc GST amounts are rounded to the nearest cent.*

## International calls made from Australia

All DVC Telco 5G Standalone Mobile plans include unlimited standard international calls and SMS to landlines in China, France, Germany, Greece, Hong Kong, India, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand, the United Kingdom, the USA and Vietnam, and to mobiles in all of those countries except Thailand and the USA. These destinations are shown as Included in the table below and are not charged.

All other calls from your mobile in Australia to international numbers are charged at the following retail rates per minute, shown excluding and including GST. **Calls are charged per second and no flagfall applies.** Satellite and maritime services are charged at the rates shown.

| Destination | Ex GST | Inc GST | Destination | Ex GST | Inc GST |
|---|---|---|---|---|---|
| **Afghanistan** | $1.295 | $1.425 | Albania | $0.719 | $0.791 |
| **Algeria** | $1.295 | $1.425 | American Samoa | $1.842 | $2.026 |
| **Andorra** | $0.468 | $0.515 | Angola | $0.793 | $0.873 |
| **Anguilla** | $0.897 | $0.987 | Antarctica | $4.894 | $5.384 |
| **Antigua and Barbuda** | $0.783 | $0.861 | Argentina | $0.424 | $0.466 |
| **Argentina (mobile)** | $0.850 | $0.935 | Armenia | $0.808 | $0.889 |
| **Aruba** | $0.645 | $0.710 | Ascension Island | $5.914 | $6.505 |
| **Austria** | $0.504 | $0.554 | Austria (mobile) | $1.004 | $1.104 |
| **Azerbaijan** | $0.808 | $0.889 | Bahamas | $0.540 | $0.594 |
| **Bahrain** | $0.774 | $0.851 | Bangladesh | $0.653 | $0.719 |
| **Bangladesh (mobile)** | $0.881 | $0.969 | Barbados | $0.702 | $0.773 |
| **Belarus** | $1.165 | $1.282 | Belgium | $0.416 | $0.457 |
| **Belgium (mobile)** | $0.928 | $1.021 | Belize | $1.736 | $1.910 |
| **Benin** | $2.632 | $2.896 | Bermuda | $0.540 | $0.594 |
| **Bhutan** | $1.177 | $1.295 | Bolivia | $0.702 | $0.773 |

| Destination | Ex GST | Inc GST | Destination | Ex GST | Inc GST |
|---|---|---|---|---|---|
| **Bosnia and Herzegovina** | $0.812 | $0.893 | Bosnia and Herzegovina (mobile) | $1.175 | $1.292 |
| **Botswana** | $0.857 | $0.943 | Brazil | $0.477 | $0.525 |
| **Brazil (mobile)** | $0.860 | $0.946 | Brunei | $0.493 | $0.542 |
| **Bulgaria** | $0.999 | $1.099 | Burkina Faso | $2.632 | $2.896 |
| **Burundi** | $2.632 | $2.896 | Cabo Verde | $2.632 | $2.896 |
| **Cambodia** | $0.768 | $0.845 | Cambodia (mobile) | $0.829 | $0.912 |
| **Cameroon** | $1.295 | $1.425 | Canada | $0.413 | $0.455 |
| **Cayman Islands** | $0.682 | $0.751 | Central African Republic | $3.324 | $3.656 |
| **Chad** | $1.958 | $2.154 | Chile | $0.392 | $0.431 |
| **Chile (mobile)** | $0.845 | $0.929 | China | Included | Included |
| **China (mobile)** | Included | Included | Colombia | $0.702 | $0.773 |
| **Comoro Islands** | $1.028 | $1.131 | Congo (formerly Zaire) | $1.529 | $1.682 |
| **Congo Democratic Republic** | $1.305 | $1.436 | Cook Islands | $2.573 | $2.831 |
| **Costa Rica** | $0.535 | $0.588 | Côte d'Ivoire | $3.467 | $3.814 |
| **Croatia** | $0.612 | $0.673 | Croatia (mobile) | $1.428 | $1.570 |
| **Cuba** | $2.604 | $2.864 | Cyprus | $0.500 | $0.550 |
| **Cyprus (mobile)** | $0.623 | $0.685 | Czechia | $0.556 | $0.612 |
| **Czechia (mobile)** | $0.860 | $0.946 | Denmark | $0.416 | $0.458 |
| **Denmark (mobile)** | $0.922 | $1.014 | Diego Garcia | $4.017 | $4.419 |
| **Djibouti** | $1.295 | $1.425 | Dominica | $2.604 | $2.864 |
| **Dominican Republic** | $0.540 | $0.594 | Ecuador | $0.702 | $0.773 |
| **Egypt** | $0.754 | $0.829 | Egypt (mobile) | $0.837 | $0.920 |
| **El Salvador** | $0.693 | $0.763 | Equatorial Guinea | $1.468 | $1.615 |
| **Eritrea** | $1.295 | $1.425 | Estonia | $2.243 | $2.468 |
| **Eswatini (Swaziland)** | $1.031 | $1.134 | Ethiopia | $1.295 | $1.425 |
| **Falkland Islands (Malvinas)** | $5.547 | $6.102 | Faroe Islands | $1.293 | $1.422 |
| **Fiji** | $0.911 | $1.002 | Fiji (mobile) | $1.176 | $1.293 |
| **Finland** | $0.474 | $0.521 | Finland (mobile) | $1.551 | $1.706 |
| **France** | Included | Included | France (mobile) | Included | Included |
| **French Guiana** | $0.803 | $0.883 | French Polynesia | $0.854 | $0.940 |
| **Gabon** | $2.632 | $2.896 | Gambia | $6.118 | $6.730 |
| **Georgia** | $0.808 | $0.889 | Germany | Included | Included |
| **Germany (mobile)** | Included | Included | Ghana | $0.857 | $0.942 |
| **Gibraltar** | $1.431 | $1.574 | GLOBAL NWK ONAIR AIRCRAFTS | $16.590 | $18.249 |
| **Globalstar** | $16.590 | $18.249 | Greece | Included | Included |
| **Greece (mobile)** | Included | Included | Greenland | $1.293 | $1.422 |
| **Grenada** | $1.736 | $1.910 | Guadeloupe | $0.838 | $0.922 |
| **Guam** | $0.817 | $0.899 | Guantanamo | $3.263 | $3.589 |
| **Guatemala** | $0.702 | $0.773 | Guinea | $2.632 | $2.896 |
| **Guinea Bissau** | $2.243 | $2.468 | Guyana | $1.289 | $1.418 |
| **Haiti** | $1.012 | $1.113 | Holy See (Vatican City State) | $0.467 | $0.513 |
| **Honduras** | $1.151 | $1.266 | Hong Kong | Included | Included |
| **Hong Kong (mobile)** | Included | Included | Hungary | $0.492 | $0.541 |
| **Hungary (mobile)** | $0.956 | $1.052 | Iceland | $0.925 | $1.017 |
| **India** | Included | Included | India (mobile) | Included | Included |
| **Indonesia** | $0.583 | $0.642 | Indonesia (mobile) | $0.735 | $0.809 |
| **Inmarsat - BGAN** | $31.918 | $35.110 | Inmarsat Aero - Atlantic Ocean West | $14.734 | $16.207 |
| **Inmarsat B** | $7.541 | $8.295 | Inmarsat B - Single Num Access Code | $31.918 | $35.110 |
| **Inmarsat GAN ISDN** | $16.002 | $17.603 | Inmarsat M | $4.326 | $4.759 |
| **Inmarsat Mini M** | $3.631 | $3.994 | Iran | $0.597 | $0.657 |
| **Iran (mobile)** | $0.489 | $0.538 | Iraq | $0.883 | $0.971 |
| **Ireland** | Included | Included | Ireland (mobile) | Included | Included |
| **Iridium Satellite** | $5.876 | $6.463 | Israel | $0.425 | $0.467 |
| **Israel (mobile)** | $0.555 | $0.611 | Italy | $0.246 | $0.271 |
| **Italy (mobile)** | $0.633 | $0.697 | Jamaica | $0.836 | $0.920 |
| **Japan** | $0.452 | $0.497 | Japan (mobile) | $0.726 | $0.798 |

| Destination | Ex GST | Inc GST | Destination | Ex GST | Inc GST |
|---|---|---|---|---|---|
| **Jordan** | $0.676 | $0.743 | Jordan (mobile) | $0.840 | $0.924 |
| **Kazakhstan** | $0.808 | $0.889 | Kenya | $0.707 | $0.778 |
| **Kenya (mobile)** | $1.036 | $1.139 | Kiribati | $3.915 | $4.307 |
| **Kuwait** | $0.813 | $0.894 | Kyrgyzstan | $0.808 | $0.889 |
| **Laos** | $0.888 | $0.977 | Latvia | $2.017 | $2.218 |
| **Lebanon** | $0.593 | $0.652 | Lebanon (mobile) | $1.257 | $1.382 |
| **Lesotho** | $1.376 | $1.514 | Liberia | $1.509 | $1.660 |
| **Libya** | $1.319 | $1.451 | Liechtenstein | $0.477 | $0.524 |
| **Lithuania** | $1.996 | $2.196 | Luxembourg | $0.522 | $0.574 |
| **Macao** | $0.500 | $0.550 | Madagascar | $1.958 | $2.154 |
| **Malawi** | $0.948 | $1.043 | Malaysia | Included | Included |
| **Malaysia (mobile)** | Included | Included | Maldive Islands | $2.672 | $2.939 |
| **Mali** | $1.141 | $1.255 | Malta | $0.659 | $0.725 |
| **Malta (mobile)** | $1.457 | $1.603 | Marshall Islands | $1.177 | $1.295 |
| **Martinique** | $0.859 | $0.944 | Mauritania | $2.632 | $2.896 |
| **Mauritius** | $0.779 | $0.857 | Mayotte | $1.435 | $1.578 |
| **MCP Maritime Comms** | $16.590 | $18.249 | Mexico | $0.706 | $0.777 |
| **Micronesia (Federated States of)** | $1.795 | $1.974 | Moldova | $1.114 | $1.225 |
| **Monaco** | $0.699 | $0.769 | Mongolia | $1.387 | $1.525 |
| **Montenegro** | $1.122 | $1.234 | Montserrat | $0.938 | $1.032 |
| **Morocco** | $1.295 | $1.425 | Mozambique | $1.154 | $1.269 |
| **Myanmar** | $1.177 | $1.295 | Namibia | $0.783 | $0.861 |
| **Nauru** | $2.957 | $3.253 | Nepal | $0.913 | $1.005 |
| **Netherlands** | $0.403 | $0.443 | Netherlands (mobile) | $0.947 | $1.042 |
| **Netherlands Antilles** | $0.694 | $0.764 | New Caledonia | $1.032 | $1.135 |
| **New Zealand** | Included | Included | New Zealand (mobile) | Included | Included |
| **Nicaragua** | $0.704 | $0.775 | Niger | $1.264 | $1.391 |
| **Nigeria** | $0.758 | $0.834 | Niue | $5.302 | $5.832 |
| **Norfolk Island** | $4.609 | $5.070 | North Korea | $5.071 | $5.578 |
| **North Macedonia** | $0.721 | $0.794 | North Macedonia (mobile) | $1.238 | $1.362 |
| **Northern Mariana Islands** | $1.736 | $1.910 | Norway | $0.394 | $0.434 |
| **Norway (mobile)** | $0.913 | $1.005 | Oman | $0.967 | $1.064 |
| **Pakistan** | $0.680 | $0.748 | Pakistan (mobile) | $0.761 | $0.837 |
| **Palau** | $2.548 | $2.803 | Palestine | $0.496 | $0.545 |
| **Panama** | $0.645 | $0.710 | Papua New Guinea | $2.115 | $2.327 |
| **Paraguay** | $0.704 | $0.775 | Peru | $0.549 | $0.604 |
| **Philippines** | $0.434 | $0.477 | Philippines (mobile) | $0.564 | $0.621 |
| **Poland** | $0.439 | $0.483 | Poland (mobile) | $0.955 | $1.050 |
| **Portugal** | $0.439 | $0.483 | Portugal (mobile) | $1.631 | $1.794 |
| **Puerto Rico** | $0.452 | $0.497 | Qatar | $1.228 | $1.351 |
| **Reunion Island** | $0.897 | $0.987 | Romania | $0.603 | $0.663 |
| **Romania (mobile)** | $1.051 | $1.156 | Russian Federation | $3.314 | $3.646 |
| **Russian Federation (mobile)** | $0.659 | $0.725 | Rwanda | $0.979 | $1.077 |
| **Saint Helena Ascension and Tristan da Cunha** | $17.083 | $18.791 | Saint Kitts and Nevis | $1.736 | $1.910 |
| **Saint Lucia** | $1.736 | $1.910 | Saint Pierre and Miquelon | $1.529 | $1.682 |
| **Saint Vincent and The Grenadines** | $1.736 | $1.910 | Samoa | $1.805 | $1.985 |
| **San Marino** | $3.344 | $3.679 | Sao Tome and Principe | $5.302 | $5.832 |
| **Saudi Arabia** | $0.967 | $1.063 | Saudi Arabia (mobile) | $0.849 | $0.934 |
| **Seanet Maritime** | $16.590 | $18.249 | Senegal | $1.295 | $1.425 |
| **Serbia** | $0.523 | $0.575 | Serbia (mobile) | $1.183 | $1.301 |
| **Seychelles** | $2.402 | $2.643 | Sierra Leone | $2.632 | $2.896 |
| **Singapore** | Included | Included | Singapore (mobile) | Included | Included |
| **Sint Maarten** | $0.694 | $0.764 | Slovakia | $0.529 | $0.582 |
| **Slovenia** | $0.469 | $0.516 | Solomon Islands | $2.427 | $2.669 |
| **Solomon Islands (mobile)** | $3.263 | $3.589 | Somalia | $1.295 | $1.425 |
| **South Africa** | $0.488 | $0.537 | South Africa (mobile) | $0.999 | $1.099 |

| Destination | Ex GST | Inc GST | Destination | Ex GST | Inc GST |
|---|---|---|---|---|---|
| **South Korea** | Included | Included | South Korea (mobile) | Included | Included |
| **South Sudan** | $1.346 | $1.481 | Spain | $0.409 | $0.450 |
| **Spain (mobile)** | $0.958 | $1.054 | Sri Lanka | $0.746 | $0.820 |
| **Sri Lanka (mobile)** | $0.755 | $0.830 | Sudan | $0.857 | $0.943 |
| **Suriname** | $0.859 | $0.944 | Sweden | $0.407 | $0.448 |
| **Sweden (mobile)** | $0.928 | $1.020 | Switzerland | $0.416 | $0.458 |
| **Switzerland (mobile)** | $1.551 | $1.706 | Syria | $1.048 | $1.152 |
| **Taiwan** | $0.392 | $0.431 | Taiwan (mobile) | $0.573 | $0.630 |
| **Tajikistan** | $1.245 | $1.369 | Tanzania | $1.264 | $1.391 |
| **Telespazio** | $16.590 | $18.249 | Thailand | Included | Included |
| **Thuraya Satellite Telecommunications** | $7.140 | $7.854 | Timor-Leste (East Timor) | $4.323 | $4.755 |
| **Togo** | $1.162 | $1.279 | Tokelau | $5.302 | $5.832 |
| **Tonga** | $1.842 | $2.026 | Trinidad and Tobago | $2.604 | $2.864 |
| **Tunisia** | $2.202 | $2.423 | Türkiye | $0.574 | $0.632 |
| **Türkiye (mobile)** | $0.824 | $0.906 | Turkmenistan | $1.245 | $1.369 |
| **Turks and Caicos Islands** | $1.020 | $1.122 | Tuvalu | $4.079 | $4.487 |
| **Uganda** | $1.020 | $1.122 | Ukraine | $0.822 | $0.904 |
| **United Arab Emirates** | $0.796 | $0.876 | United Arab Emirates (mobile) | $0.971 | $1.068 |
| **United Kingdom** | Included | Included | United Kingdom (mobile) | Included | Included |
| **Uruguay** | $0.653 | $0.719 | Uruguay (mobile) | $0.961 | $1.057 |
| **USA** | Included | Included | Uzbekistan | $1.245 | $1.369 |
| **Vanuatu** | $2.039 | $2.243 | Venezuela | $0.549 | $0.604 |
| **Vietnam** | Included | Included | Vietnam (mobile) | Included | Included |
| **Virgin Islands British** | $2.632 | $2.896 | Virgin Islands US | $0.452 | $0.497 |
| **Wallis and Futuna** | $1.736 | $1.910 | Yemen | $0.857 | $0.943 |
| **Zambia** | $1.268 | $1.395 | Zimbabwe | $0.491 | $0.540 |
| **Zimbabwe (mobile)** | $1.376 | $1.513 | | | |

*Included = included in your plan at no charge. Rates are per minute; ex GST rates are rounded to three decimal places.*

## More information

Read this summary with our Standalone Mobile Plans CIS and International Roaming Travel Pack CIS, available at www.dvctelco.com.au/customer-information-summary, in the customer portal, or on request.

## 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.