

International Roaming Travel Pack Information

Roaming 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

Note: You will have need to SMS '179' the pack code of your choice.

How do I find out my remaining data allowance?

You will receive SMS notifications to let you know when you have used 50%, 85% and 100% of your inclusion. This includes Data, SMS & Voice Minutes. You can also choose to receive these usage notifications by emails. Your expiry time will be in Australian Eastern Standard Time, so you will always be able to work out when your pack finishes even if you're moving between countries. If you exhaust your included data, a new Roaming Pack will automatically be added up to 150 total packs per bill cycle. This will start a new plan and will reset all plan features. If you exhaust all 150 packs, and have \$0 excess spend on your account, you will not be able to go into PAYG if you finish the Pack inclusions. If you do have an excess spend allowance, you will be able to use more data at PAYG rates.

WIFI Calling & SMS While overseas

All DVC Telco plans come with WIFI Calling and SMS, therefore while overseas you can call and SMS as long as you are connected to WIFI. This will use your current Mobile Plans inclusions of SMS and Unlimited calls and you do not have to have an active International Roaming plan for this to work, as this will use WIFI for Voice & SMS.

List of supported international roaming countries with Roaming Packs

This is a list of countries where your service will work (if it doesn't have barring set) and have a Roaming Pack added to your service.



DVC TELCO

DVC Telco – 1300 655 985

1/51 Kendal Street, Cowra 2794

Po Box 423, Cowra NSW 2794

support@dvcmobile.com.au

DESTINATION	Mobile Country Code	IR 3/5/10GB Travel Pack
Austria	232	YES
Belgium	206	YES
Brazil	724	YES
Bulgaria	284	YES
Cambodia	456	YES
Canada	302	YES
Chile	730	YES
China	460	YES
Colombia	732	YES
Croatia	219	YES
Czechia	230	YES
Denmark	238	YES
Egypt	602	YES
Estonia	248	YES
Fiji	542	YES
Finland	244	YES
France	208	YES
Germany	262	YES
Greece	202	YES
Guernsey	234	YES
Hong Kong	454	YES
Hungary	216	YES
India	404, 405	YES
Indonesia	510	YES
Ireland	272	YES
Isle of Man	234	YES
Israel	425	YES
Italy	222	YES
Japan	440	YES
Kenya	639	YES
Korea (the Republic of)	450	YES
Latvia	247	YES
Lithuania	246	YES
Luxembourg	270	YES
Macao	455	YES
Malaysia	502	YES
Mexico	334	YES
Nauru	542	YES



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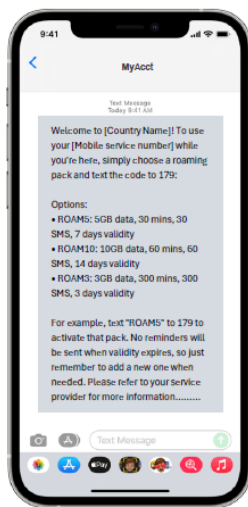
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Netherlands	204	YES
New Zealand	530	YES
Nigeria	621	YES
North Macedonia	294	YES
Norway	242	YES
Papua New Guinea	537	YES
Philippines (the)	515	YES
Poland	260	YES
Portugal	268	YES
Qatar	427	YES
Romania	226	YES
Russian Federation (the)	250	YES
Samoa	549	YES
Saudi Arabia	420	YES
Singapore	525	YES
Slovakia	231	YES
Slovenia	293	YES
South Africa	065, 655	YES
Spain	214	YES
Sri Lanka	413	YES
Sweden	240	YES
Switzerland	228	YES
Taiwan (Province of China)	466	YES
Thailand	520	YES
Tonga	539	YES
Turkiye	286	YES
United Arab Emirates (the)	424	YES
United Kingdom of Great Britain and Northern Ireland (the)	234	YES
United States of America (the)	310, 311, 316, 901	YES
Vanuatu	541	YES
Viet Nam	452	YES

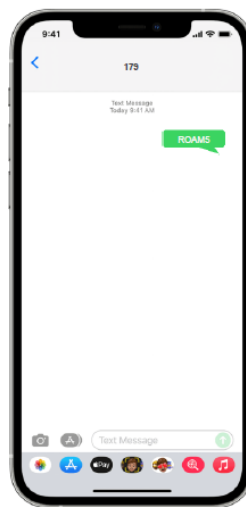
How to use international roaming

Roaming services are turned 'ON' by default. You will automatically receive an SMS to welcome you and advise that –

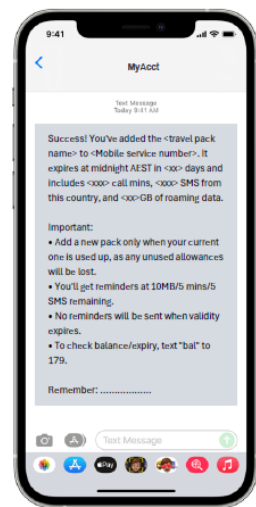
1. You are in an Eligible country to add a International Roaming Pack
2. You are in a NON-Eligible country and will be able to use PAYG Services **Check our PAYG Rates for more information**
3. You are in a NON-Eligible country and is NOT supported by International Roaming – **Advise to set up a Local Sim card from that Country to use **an International Roaming Pack will be added.



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 set up your International Roaming you will need to select one of the Roaming Packs to be added to your account – REMEMBER – SMS to '179' Use – ROAM5, ROAM10 or ROAM3 in the reply as per above.

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Once completed an SMS will be sent to confirm this has been activated or an SMS advising that has not been activated. Please call our 1300 655 985 for further assistance.

To avoid bill shock, we offer a single Roaming Pack that is available to use in 57 countries.



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Upon expiry or Exhausting your data allowance you will need to SMS a new pack to '179' to re-activate the International Roaming pack of your choice.

You will be notified when your pack has reached its limit and you will need to re-activate the plan of your choice as per above table.

Note: Receiving an SMS does not trigger a pack to be added, so you can turn on your phone, connect to the local network and receive an SMS without being charged. As soon as you carry out 1 of the above actions, the Roaming Pack will be added to your service, and you will be charged at the rate as provided on your DVC Telco mobile quote at the time of signing up unless advised otherwise. Your validity period will be based on AET.