

INTERNATIONAL ROAMING PACKS

Callnet's International Roaming packs make staying connected effortless during your travels, offering coverage in 68 countries. Choose from the 5GB Travel Pack, perfect for short trips, the 10GB Travel Pack, ideal for longer stays, or the 3GB Travel BizPack, designed for business travellers. Enjoy the flexibility of activating multiple packs at once to suit your needs. Each pack includes Wi-Fi Calling and SMS, allowing you to make calls and send texts over Wi-Fi, even without a mobile signal. Simply connect to a Wi-Fi network, and you can stay in touch with family and friends effortlessly whilst abroad. Activating a pack is simple - just SMS the pack code to 179 once you arrive at your destination, and stay connected wherever your journey takes you. To utilise Callnet's International Roaming packs, you must have an active Callnet mobile service.

* All prices listed are exclusive of GST

| | 5GB Travel Pack | 10GB Travel Pack | 3GB Travel BizPack |
|----------------|-----------------|------------------|--------------------|
| Price | \$35 | \$60 | \$65 |
| Pack Code | ROAM5 | ROAM10 | ROAM3 |
| Data Inclusion | 5GB | 10GB | 3GB |
| Call Inclusion | 30 Minutes | 60 Minutes | 300 Minutes |
| SMS Inclusion | 30 SMS | 60 SMS | 300 SMS |
| Validity | 7 Days | 14 Days | 3 Days |

Eligible Destinations

| | | | | | | |
|----------|-----------------------|------------------|---------------------------------|-------------------|-----------------|---------|
| Austria | Czech Republic | Hong Kong | Latvia | Norway | Singapore | Tonga |
| Belgium | Denmark | Hungary | Lithuania | Papua New Guinea | Slovak Republic | Turkey |
| Brazil | Egypt (Arab Republic) | India | Luxembourg | Philippines | Slovenia | UAE |
| Bulgaria | Estonia | Indonesia | Macau | Poland | South Africa | UK |
| Canada | Fiji | Ireland | Macedonia (Former Yugoslav Rep) | Portugal | Spain | USA |
| Cambodia | Finland | Isle of Man (UK) | Malaysia | Qatar | Sri Lanka | Vanuatu |
| Chile | France | Israel | Mexico | Republic of Korea | Sweden | Vietnam |
| China | Germany | Italy | Netherlands | Romania | Switzerland | |
| Colombia | Greece | Japan | New Zealand | Samoa | Taiwan | |
| Croatia | Guernsey (UK) | Kenya | Nigeria | Saudi Arabia | Thailand | |

Activating a Pack

When roaming in an eligible destination, you will receive a Welcome SMS with information about available roaming packs and instructions to activate them. The message will look similar to: *“Welcome to [Country Name]! To use your [Mobile Service Number] while you’re here, simply choose a roaming pack and text the code to 179.”* It will include details about the packs and an example of how to activate.

To activate a pack, send the corresponding pack code to 179.

Messages sent to 179 are toll-free and do not incur charges. Be sure to reply to 179, not “MyAcct”.

Once you successfully activate a pack, you will receive a confirmation SMS, such as: *“Success! You’ve added the [Travel Pack Name] to [Mobile Service Number]. It expires at midnight AEST in [xx] days and includes [xxx] call minutes, [xxx] SMS from this country, and [xx] GB of roaming data.”* This message will also provide other key details about your pack.

You’ll continue to receive a Welcome Message via SMS every 7 days as long as you stay connected to the same roaming network, keeping you informed throughout your travels.

Travel Pack Utilisation - Activation

Travel packs expire at 11:59:59 PM Sydney local time (AEST or AEDT) on their expiry date, regardless of the country you are roaming in. While roaming packs have different validity periods, they all follow Sydney time for their start and end times. If a pack is activated after midnight, it remains valid until midnight AEST on its expiry date. The period from activation to midnight AEST on the activation date is not counted towards the pack’s validity, ensuring you enjoy the full duration of your roaming pack.

Travel Pack Utilisation - Consumption Priority

You can activate multiple travel packs at once. When multiple packs are active, the allowances from the pack with the earliest expiry date will be used first.

For example, if you exhaust your data allowance on day 2 of your travel pack and activate a new one, here’s how your allowances will be managed:

- **Calls and SMS:** You’ll continue using the remaining allowances from your first pack until it expires. Once expired, any unused allowances from your new pack will be applied, provided the new pack has not expired.
- **Data:** Your data usage will immediately start deducting from the new pack.

If you activate the same travel pack again, all allowances will reset to the new pack’s limits.

SMS Notifications

While roaming, you may receive various SMS notifications to keep you informed about your travel pack and usage:

- **Welcome Message:** sent upon arriving in an eligible destination and every 7 days whilst you remain there.
- **Recharge Unsuccessful:** sent if your attempt to activate a travel pack is unsuccessful.
- **New Travel Pack Activated:** sent to confirm the successful activation of your travel pack.
- **Welcome Message (Non-Eligible Destination):** sent when you arrive in a non-eligible roaming destination and every 7 days while you remain there.
- **Data 10MB Remaining:** sent when only 10MB of data remains in your travel pack. Information may be up to 48 hours old.
- **5 Minutes Remaining:** sent when you have 5 minutes of call time left in your travel pack. Information may be up to 48 hours old.
- **5 SMS Remaining:** sent when you have 5 SMS remaining in your travel pack. Information may be up to 48 hours old.

Travel Pack Balance Information

To check your travel pack’s remaining balance and expiry at any time, simply SMS ‘BAL’ to 179. Please note that information provided may be up to 48 hours old.

GST

All prices in this Critical Information Summary are exclusive of GST. Roaming packs are not subject to GST as the service is utilised outside of Australia.

Billing Information

You will be billed on the 28th of each month for any travel packs that you have activated. The billing period covers from the 28th of the current month through to the 27th of the following month. You will receive your bill via email approximately 3-5 days after the 28th.

Payment Information

You can pay your monthly charge(s) by BPay, Credit Card, Australia Post Billpay, Cheque, Direct Deposit or Direct Debit, with payment due by the 15th of each month. To set up Direct Debit, please contact our Customer Support team.

If payment is not made by the due date, a \$10.00 late payment fee will be applied to your next bill. If you are experiencing financial hardship, please reach out to our Customer Support team to discuss available options.

Fair Use Policy

You are required to comply with our Fair Use Policy and refrain from using your services in an unreasonable or fraudulent manner, or in a way that negatively impacts the integrity of the network. If you breach the Fair Use Policy, we may take action, including suspending or cancelling your service. You can view our Fair Use Policy on our website at www.callnet.com.au/legal

Special Promotions, Extras and Subscriptions

This summary doesn’t include information on special promotions, optional extras, or subscriptions that you may access from time to time. Additional terms and conditions (including charges, changes and cancellation rights) may apply to such special promotions, optional extras, and subscriptions.

Other Information

Customer Service

We have an Australian-based team ready to assist you with any technical support, account queries, or sales questions. Our Customer Support team operates Monday - Friday 9am - 5pm.

Complaints

If you are not satisfied with your service, you can follow our dispute resolution process. For more information, please view our Complaints Handling Policy at www.callnet.com.au/legal

Ombudsman

If you remain unhappy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be reached by calling 1800 062 058 or by visiting the TIO website at www.tio.com.au/complaints

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