

# Roaming Travel Pack Information



**myNetFone**  
Business

1300 733 995  
[business.mynetfone.com.au](https://business.mynetfone.com.au)

## 1. How to use international roaming

International roaming services are turned off by default but can be activated at any time prior to travel. To avoid bill shock, we offer a single Roaming Day Pack at \$10 that is available to use in 57 countries.

**Firstly, you'll need to activate roaming simply by calling us on 1300 733 995 during our opening hours (8.30am - 5.30pm AEST, Monday-Friday).**

Once you arrive in an eligible country and do one of the following trigger actions, the Roaming Day Pack will be added to your service automatically. A new pack will be added every 24 hours provided you continue to do one of the following actions:

- Make a phone call
- Receive a phone call
- Send an SMS
- Use data

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 Day Pack will be added to your service and you will be charged \$10. Your 24-hour validity period will be based on AEST so it's consistent wherever you travel.

## 2. Roaming Day Pack costs and inclusions

<b>Price</b>	<b>\$10</b>
<b>Included voice minutes</b>	Unlimited
<b>Included SMS</b>	Unlimited

Note: You will have 24 hours from the first trigger to use the inclusions of your pack, after this time another pack will be added if you keep using the service. You will be charged roaming PAYG data rates if you use more than 200MB during your 24 hours validity.

	Zone 1	Zone 2	Zone 3	Zone 4
<b>Voice Call (Per minute)</b>	\$1.440	\$2.400	\$4.800	\$6.000
<b>Data usage (Per MB)</b>	\$0.878	\$1.172	\$2.344	\$3.516
<b>Send SMS (Per SMS)</b>	\$0.550	\$1.200	\$1.200	\$1.200
<b>Receive SMS (Per SMS)</b>	\$0.000	\$0.000	\$0.000	\$0.000
<b>Standard MMS (to all national) Per MMS + data per MB</b>	\$0.200	\$0.200	\$0.200	\$0.200
<b>Video MMS (to all national) Per MMS + data per MB</b>	\$0.396	\$0.396	\$0.396	\$0.396
<b>Video MMS (to all international) Per MMS + data per MB</b>	\$0.924	\$0.924	\$0.924	\$0.924

### 3. What happens if I go over my data limit?

You will receive SMS notifications to let you know when you have used 50%, 85% and 100% of your data inclusion. 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.

Where international roaming has been enabled and you use more than your daily 200MB of data, data usage will be charged at PAYG rates until the beginning of your next 24-hour validity period.

## 4. List of supported international roaming countries

This is a list of countries where your MyNetFone service will work provided you have a Roaming Day Pack added to your service. If you are visiting a country that is not listed below, then your service will not work and we recommend that you purchase a travel SIM or a local SIM in the country you are travelling to.

Country Name	IR Travel Pack	PAYG Destinations	PAYG IR Zones
<b>Austria</b>	YES	YES	1
<b>Belgium</b>	YES	YES	1
<b>Bolivia</b>	NO	YES	4
<b>Brazil</b>	YES	YES	2
<b>Bulgaria</b>	YES	YES	3
<b>Canada</b>	YES	YES	1
<b>Cambodia</b>	YES	YES	1
<b>China</b>	YES	YES	1
<b>Cook Islands</b>	NO	YES	4
<b>Croatia</b>	YES	YES	1
<b>Czech Republic</b>	YES	YES	1
<b>Denmark</b>	YES	YES	1
<b>East Timor</b>	NO	YES	2
<b>Egypt (Arab Republic)</b>	YES	YES	2
<b>Estonia</b>	YES	YES	1
<b>Fiji</b>	YES	YES	1
<b>Finland</b>	YES	YES	1
<b>France</b>	YES	YES	1
<b>Germany</b>	YES	YES	1
<b>Greece</b>	YES	YES	1
<b>Guernsey (UK)</b>	NO	YES	3
<b>Hong Kong</b>	YES	YES	1
<b>Hungary</b>	YES	YES	1
<b>India</b>	YES (excluding Bihar, Orissa, UP East, West Bengal)	YES	1
<b>Indonesia</b>	YES	YES	1
<b>Ireland</b>	YES	YES	1
<b>Isle of Man (UK)</b>	NO	YES	3
<b>Israel</b>	YES	YES	2
<b>Italy</b>	YES	YES	1
<b>Japan</b>	YES	YES	1
<b>Kenya</b>	NO	YES	4
<b>Kuwait</b>	NO	YES	4
<b>Latvia</b>	YES	YES	1
<b>Lithuania</b>	YES	YES	1
<b>Luxembourg</b>	YES	YES	1
<b>Macedonia (Former Yugoslav Rep )</b>	YES	YES	1

<b>Malaysia</b>	YES	YES	1
<b>Malta</b>	NO	YES	2
<b>Mexico</b>	YES	YES	2
<b>Netherlands</b>	YES	YES	1
<b>New Caledonia</b>	NO	YES	4
<b>New Zealand</b>	YES	YES	1
<b>Nigeria</b>	NO	YES	1
<b>Norway</b>	YES	YES	1
<b>Papua New Guinea</b>	YES	YES	1
<b>Philippines</b>	YES	YES	1
<b>Poland</b>	YES	YES	1
<b>Portugal</b>	YES	YES	1
<b>Qatar</b>	YES	YES	2
<b>Republic of Korea</b>	YES	YES	1
<b>Romania</b>	YES	YES	3
<b>Russia</b>	YES	YES	1
<b>Samoa</b>	NO	YES	1
<b>Singapore</b>	YES	YES	1
<b>Slovak Republic</b>	YES	YES	1
<b>South Africa</b>	YES	YES	2
<b>Spain</b>	YES	YES	1
<b>Sri Lanka</b>	YES	YES	1
<b>Sweden</b>	YES	YES	1
<b>Switzerland</b>	YES	YES	1
<b>Taiwan</b>	YES	YES	1
<b>Thailand</b>	YES	YES	1
<b>Tonga</b>	NO	YES	1
<b>Turkey</b>	YES	YES	1
<b>UAE</b>	YES	YES	2
<b>UK</b>	YES	YES	1
<b>USA</b>	YES	YES	1
<b>Vanuatu</b>	YES	YES	1
<b>Vietnam</b>	YES	YES	3