DrimTel

Roaming Travel Pack Information

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 that is available to use in selected countries.

   To activate roaming you simply need to login to your DrimTel Account and click the "Roaming" tab. You'll be able see the status of roaming and can select to turn it on or off at any time.
   Alternatively, you can call us on 1300 374 683 during our opening hours if you need assistance.

   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

   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 one 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 Australian Eastern Standard Time.

2. **Roaming Day Pack costs and Inclusions**

Validity Period	24 Hours
Price	$10.00
Included voice minutes	Unlimited
Included SMS	Unlimited
Included Data (MB)	200

   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, or you can stop using your service.

3. **Where do I check my remaining inclusions?**
   To check your remaining data balance and your expiry date and time, simply login to your DrimTel Account and click on "Service Details".
   You will receive SMS notifications to let you know when you have used 50%, 85% and 100% of your inclusion. 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.

4. **List of supported International Roaming Countries**

Country
Austria
Belgium
Brazil
Bulgaria
Canada
Cambodia
China
Croatia

Czech Republic
Denmark
Egypt (Arab Republic)
Estonia
Fiji
Finland
France
Germany
Greece
Hong Kong
Hungary
India (Note: This excludes Bihar, Orissa, UP East, West Bengal)
Indonesia
Ireland
Israel
Italy
Japan
Latvia
Lithuania
Luxembourg
Macedonia (Former Yugoslav Rep)
Malaysia
Mexico
Netherlands
New Zealand
Norway
Papua New Guinea
Philippines
Poland
Portugal
Qatar
Republic of Korea
Romania
Russia
Singapore
Slovak Republic
South Africa
Spain
Sri Lanka
Sweden
Switzerland
Taiwan
Thailand
Turkey
UAE
UK
USA
Vanuatu
Vietnam