

# Exetel Mobile Plan Charges & Rate Card

Check out charges and inclusions across plans

Exetel pre-paid SIM-only mobile plans have varying data and some include unlimited international call and standard text in their 30-day allowances. Everything else is standard across all plans.

PAYG charges require a positive PAYG balance to access.

## Variable charges and inclusions by plan

| Plan name      | Mobile Network Capable | Min/Max 30-day charge | Included data** | Data cost per GB | Data Bank limit | International calls and SMS | Speed Cap                                   |
|----------------|------------------------|-----------------------|-----------------|------------------|-----------------|-----------------------------|---------------------------------------------|
| Super Saver    | 4G                     | \$16                  | 8GB             | \$2.00           | 500GB           | PAYG                        | 4G<br>Download speeds are capped at 100Mbps |
| Saver          | 4G                     | \$23                  | 15 GB           | \$1.53           | 500GB           | PAYG                        |                                             |
| Value          | 4G & 5G                | \$30                  | 25 GB           | \$1.20           | 500GB           | PAYG                        |                                             |
| Extra Value 5G | 4G & 5G                | \$35                  | 35 GB           | \$1.00           | 500GB           | Unlimited to 15 countries^  | 5G<br>Download speeds are capped at 150Mbps |
| Choice 5G      | 4G & 5G                | \$40                  | 75 GB           | \$0.53           | 1000 GB         | Unlimited to 15 countries^  |                                             |
| Ultra 5G       | 4G & 5G                | \$50                  | 130GB           | \$0.49           | 1000 GB         | Unlimited to 15 countries^  | 5G Download speeds are capped at 250Mbps    |
| Max 5G         | 4G & 5G                | \$60                  | 160GB           | \$0.38           | 1000 GB         | Unlimited to 15 countries^  |                                             |

## Variable charges and inclusions by plan

|                                                                                                   |                   |
|---------------------------------------------------------------------------------------------------|-------------------|
| National voice charges and inclusions                                                             | All plans         |
| Included national voice calls to PSTN, mobile and 13/1300/1800 numbers allowance                  | Unlimited         |
| Unlimited national voice call and standard SMS value to international landline and mobile numbers | (see table above) |
| Voice call billing increment                                                                      | 1 minute          |
| National and Roaming voice calls to Superloop Sales & Support (1800 57 87 37)                     | Unlimited         |

|                                                                     |                   |
|---------------------------------------------------------------------|-------------------|
| National data charges and inclusions                                | All plans         |
| Included national data allowance (upload + download counted per kB) | (see table above) |
| 1GB Data Add-on (upload + download counted per kB)                  | \$10.00           |
| 5GB Data Add-on (upload + download counted per kB)                  | \$25.00           |

|                                                         |                     |
|---------------------------------------------------------|---------------------|
| National message charges and inclusions                 | All plans           |
| Included national SMS allowance                         | Unlimited           |
| Included national Text, Picture and Video MMS Allowance | 2,000 messages sent |
| International SMS                                       | 35c/message sent    |

|                    |                               |
|--------------------|-------------------------------|
| International MMS  | 75c/message sent              |
|                    | Free received messages        |
| Voicemail services | Free sent & received messages |

|                                             |                                                       |
|---------------------------------------------|-------------------------------------------------------|
| Miscellaneous call and message charges      | All plans                                             |
| MMS downloads (news, surf reports, webcams) | 75c/message received                                  |
| Calls to Directory Assistance (1223)        | 60c/call                                              |
| International call charges                  | <a href="#">See International Rates section below</a> |
| Global roaming charges                      | <a href="#">See Global Roaming section below</a>      |
| Freecall numbers                            | Free call                                             |

|                                                                                    |                       |
|------------------------------------------------------------------------------------|-----------------------|
| <b>Toll Free Numbers:</b>                                                          |                       |
| <b>Suggested Uses</b>                                                              | <b>Dialled number</b> |
| Superloop Customer Care                                                            | 1800 57 87 37         |
| 1800 RESPECT: National Sexual Assault, Family & Domestic Violence Counselling Line | 1800 737 732          |
| Beyond Blue                                                                        | 1300 224 636          |
| Directory assistance (disabled access)                                             | 12 551                |
| Emergency calls                                                                    | 000, 112              |
| Family Drug Support                                                                | 1300 368 186          |
| Kids Help Line                                                                     | 1800 55 1800          |
| Lifeline                                                                           | 13 11 14              |
| MensLine Australia                                                                 | 1300 789 978          |
| National Disability Abuse & Neglect Hotline                                        | 1800 880 052          |
| SMS for iPhone message set up                                                      | +447786205094         |
| State Emergency Service (SES)                                                      | 13 25 00              |
| Suicide Call Back Service                                                          | 1300 659 467          |
| Veterans & Veterans Families Counselling Service                                   | 1800 011 046          |
| Non-Included Call/Usage Types within Australia                                     |                       |
| You must have a non-zero spend limit to call these numbers or make this usage:     |                       |

| Call Type                                                           | Flagfall Fee | Rate per Minute                       |
|---------------------------------------------------------------------|--------------|---------------------------------------|
| Non-included IDD Calls                                              | \$0.40       | As per destination charge in IDD list |
| NATIONAL DIRECTORY ASSISTANCE [1223]                                | \$0.60       | N/A                                   |
| Voice Call to Telstra Mobile Satellite [014710, x1, x2, x4, x5, x6] | \$0.50       | \$1.25                                |
| Voice Call to Optus MobileSat [01451, x2, x3]                       | \$0.50       | \$2.00                                |
| VIDEO - DEFAULT RATE CHARGES                                        | \$0.40       | \$1.00 per MB                         |
| SMS to all International (subject to receiving carrier)             | \$0.35       | N/A                                   |
| SMS to Optus MobileSat [01451, x2, x3]                              | \$0.50       | N/A                                   |
| SMS to Telstra Mobile Satellite [014710, x1, x2, x4, x5, x6]        | \$0.50       | N/A                                   |
| MMS international, standard (subject to receiving carrier)          | \$0.75       | N/A                                   |
| MMS international, video (subject to receiving carrier)             | \$0.75       | N/A                                   |
| MMS Telstra Mobile Satellite [014710, x1, x2, x4, x5, x6]           | \$2.00       | N/A                                   |
| MMS Optus MobileSat [01451, x2, x3]                                 | \$2.00       | N/A                                   |

## Appendix A: International Call Charges

International calls incur a flagfall of 40 cents per call. Rates below are per minute. Calls are billed in 60 second increments.

You must have a positive PAYG credit balance to make these calls if not included in your plan or IDD Add-on. Country wide rates are given below:

| Country                          | Region | price  |
|----------------------------------|--------|--------|
| Afghanistan                      | +93    | \$1.93 |
| Albania                          | +355   | \$1.07 |
| Algeria                          | +213   | \$1.93 |
| American Samoa                   | +1684  | \$2.11 |
| Andorra                          | +376   | \$0.70 |
| Angola                           | +244   | \$1.18 |
| Anguilla                         | +1264  | \$1.33 |
| Antarctica                       | +672   | \$5.60 |
| Antigua and Barbuda              | +1268  | \$1.16 |
| Argentina                        | +54    | \$0.97 |
| Armenia                          | +374   | \$1.20 |
| Aruba                            | +297   | \$0.96 |
| Austria                          | +43    | \$1.15 |
| Azerbaijan                       | +994   | \$1.20 |
| Bahamas                          | +1242  | \$0.80 |
| Bahrain                          | +973   | \$1.15 |
| Bangladesh                       | +880   | \$1.01 |
| Barbados                         | +1246  | \$1.04 |
| Belarus                          | +375   | \$1.73 |
| Belgium                          | +32    | \$0.74 |
| Belize                           | +501   | \$1.99 |
| Benin                            | +229   | \$3.01 |
| Bermuda                          | +1441  | \$0.80 |
| Bhutan                           | +975   | \$1.75 |
| Bolivia                          | +591   | \$1.04 |
| Bonaire, Sint Eustatius and Saba | +599   | \$1.03 |
| Bosnia Herzegovina               | +387   | \$1.21 |
| Botswana                         | +267   | \$1.27 |
| Brazil                           | +55    | \$0.98 |
| British Indian Ocean Territory   | +246   | \$4.60 |
| British virgin is                | +1284  | \$3.01 |
| Brunei                           | +673   | \$0.73 |
| Bulgaria                         | +359   | \$1.49 |
| Burkina Faso                     | +226   | \$3.01 |
| Burundi                          | +257   | \$3.01 |
| Cambodia                         | +855   | \$0.95 |
| Cameroon                         | +237   | \$1.93 |
| Canada                           | +1     | \$0.47 |
| Cape Verde                       | +238   | \$3.01 |
| Cayman Islands                   | +1345  | \$1.01 |
| Central African Republic         | +236   | \$3.80 |
| Chad                             | +235   | \$2.24 |
| Chile                            | +56    | \$0.97 |

|                             |       |        |
|-----------------------------|-------|--------|
| China                       | +86   | \$0.47 |
| Colombia                    | +57   | \$1.04 |
| Comoros                     | +269  | \$1.53 |
| Congo                       | +242  | \$2.27 |
| Congo (Democratic republic) | +243  | \$1.94 |
| Cook Islands                | +682  | \$3.83 |
| Costa Rica                  | +506  | \$0.80 |
| Croatia                     | +385  | \$1.63 |
| Cuba                        | +53   | \$2.98 |
| Curaçao                     | +599  | \$1.03 |
| Cyprus                      | +357  | \$0.71 |
| Czech Republic              | +420  | \$0.98 |
| Denmark                     | +45   | \$1.05 |
| Djibouti                    | +253  | \$1.93 |
| Dominica IS                 | +1767 | \$2.98 |
| Dominican Republic          | +1809 | \$0.80 |
| Ecuador                     | +593  | \$1.04 |
| Egypt                       | +20   | \$0.96 |
| El Salvador                 | +503  | \$1.03 |
| Equatorial Guinea           | +240  | \$2.18 |
| Eritrea                     | +291  | \$1.93 |
| Estonia                     | +372  | \$2.57 |
| Eswatini                    | +268  | \$1.53 |
| Ethiopia                    | +251  | \$1.93 |
| Falkland Is                 | +500  | \$6.35 |
| Faroe Is                    | +298  | \$1.92 |
| Fiji                        | +679  | \$1.35 |
| Finland                     | +358  | \$0.70 |
| France                      | +33   | \$0.82 |
| French Guiana               | +594  | \$1.19 |
| French Polynesia            | +689  | \$0.98 |
| Gabon                       | +241  | \$3.01 |
| Gambia                      | +220  | \$7.00 |
| Georgia                     | +995  | \$1.20 |
| Germany                     | +49   | \$0.47 |
| Ghana                       | +233  | \$1.27 |
| Gibraltar                   | +350  | \$2.13 |
| Greece                      | +30   | \$0.62 |
| Greenland                   | +299  | \$1.48 |
| Grenada                     | +1473 | \$1.99 |
| Guadeloupe                  | +590  | \$1.25 |
| Guam                        | +1671 | \$0.94 |
| Guatemala                   | +502  | \$1.04 |
| Guinea                      | +224  | \$3.01 |
| Guinea-Bissau               | +245  | \$2.57 |
| Guyana                      | +592  | \$1.47 |
| Haiti                       | +509  | \$1.50 |
| Holy See                    | +379  | \$0.69 |
| Honduras                    | +504  | \$1.71 |
| Hong Kong                   | +852  | \$0.47 |

|                                                                          |        |         |
|--------------------------------------------------------------------------|--------|---------|
| Hungary                                                                  | +36    | \$1.09  |
| Iceland                                                                  | +354   | \$1.06  |
| India                                                                    | +91    | \$0.88  |
| Indonesia                                                                | +62    | \$0.84  |
| Inmarsat Aero numbers beginning with 8705                                | +8705  | \$14.29 |
| Inmarsat B BGAN numbers beginning with 87077                             | +87077 | \$25.99 |
| Inmarsat B BGAN numbers beginning with 87078                             | +87078 | \$25.99 |
| Inmarsat B HSD numbers beginning with 87039                              | +87039 | \$25.99 |
| Inmarsat B numbers beginning with 8703                                   | +8703  | \$7.79  |
| Inmarsat GAN ISDN numbers beginning with 87060                           | +87060 | \$19.49 |
| Inmarsat M numbers beginning with 8706                                   | +8706  | \$5.19  |
| Inmarsat Mini M numbers beginning with 87076                             | +87076 | \$4.54  |
| International Network Shared Code (Thuraya) numbers beginning with 88216 | +88216 | \$7.35  |
| Iran (Islamic Republic of)                                               | +98    | \$0.68  |
| Iraq                                                                     | +964   | \$1.31  |
| Ireland                                                                  | +353   | \$0.61  |
| Iridium numbers beginning with 8816                                      | +8816  | \$6.30  |
| Iridium numbers beginning with 8817                                      | +8817  | \$6.30  |
| Israel                                                                   | +972   | \$0.64  |
| Italy                                                                    | +39    | \$0.61  |
| Ivory Coast                                                              | +225   | \$3.97  |
| Jamaica                                                                  | +1876  | \$1.24  |
| Japan                                                                    | +81    | \$0.52  |
| Jordan                                                                   | +962   | \$0.96  |
| Kazakhstan                                                               | +7     | \$1.20  |
| Kenya                                                                    | +254   | \$1.18  |
| Kiribati                                                                 | +686   | \$4.48  |
| Korea North                                                              | +850   | \$5.80  |
| Korea South                                                              | +82    | \$0.59  |
| Kuwait                                                                   | +965   | \$1.21  |
| Kyrgyzstan                                                               | +996   | \$1.20  |
| Laos                                                                     | +856   | \$1.32  |
| Latvia                                                                   | +371   | \$2.31  |
| Lebanon                                                                  | +961   | \$0.88  |
| Lesotho                                                                  | +266   | \$1.57  |
| Liberia                                                                  | +231   | \$2.24  |
| Libya                                                                    | +218   | \$1.51  |
| Liechtenstein                                                            | +423   | \$0.55  |
| Lithuania                                                                | +370   | \$2.28  |
| Luxembourg                                                               | +352   | \$0.78  |
| Macao                                                                    | +853   | \$0.74  |
| Madagascar                                                               | +261   | \$2.24  |
| Malawi                                                                   | +265   | \$1.41  |
| Malaysia                                                                 | +60    | \$0.51  |
| Maldives                                                                 | +960   | \$3.06  |
| Mali                                                                     | +223   | \$1.70  |
| Malta                                                                    | +356   | \$0.75  |
| Marshall Is                                                              | +692   | \$1.75  |
| Martinique                                                               | +596   | \$1.28  |
| Mauritania                                                               | +222   | \$3.01  |

|                                           |        |        |
|-------------------------------------------|--------|--------|
| Mauritius                                 | +230   | \$1.16 |
| Mayotte                                   | +269   | \$1.64 |
| Mexico                                    | +52    | \$1.05 |
| Micronesia                                | +691   | \$2.05 |
| Moldova                                   | +373   | \$1.66 |
| Monaco                                    | +377   | \$1.04 |
| Mongolia                                  | +976   | \$2.06 |
| Montenegro                                | +382   | \$1.28 |
| Montserrat                                | +1664  | \$1.40 |
| Morocco                                   | +212   | \$1.93 |
| Mozambique                                | +258   | \$1.72 |
| Myanmar                                   | +95    | \$1.35 |
| Namibia                                   | +264   | \$1.16 |
| Nauru                                     | +674   | \$3.38 |
| Nepal                                     | +977   | \$1.36 |
| Netherlands                               | +31    | \$0.60 |
| New Caledonia                             | +687   | \$1.18 |
| New Zealand                               | +64    | \$0.31 |
| Nicaragua                                 | +505   | \$1.05 |
| Niger                                     | +227   | \$1.88 |
| Nigeria                                   | +234   | \$1.13 |
| Niue is                                   | +683   | \$6.07 |
| Norfolk Is                                | +6723  | \$5.27 |
| North Macedonia                           | +389   | \$1.07 |
| Northern Mariana Is                       | +1670  | \$1.99 |
| Norway                                    | +47    | \$0.59 |
| Oman                                      | +968   | \$1.44 |
| Other International Networks with numbers | +8818  | \$7.35 |
| Other International Networks with numbers | +8819  | \$7.35 |
| Other International Networks with numbers | +88213 | \$7.35 |
| Other International Networks with numbers | +88228 | \$7.35 |
| Other International Networks with numbers | +88232 | \$7.35 |
| Other International Networks with numbers | +88234 | \$7.35 |
| Other International Networks with numbers | +88242 | \$7.35 |
| Other International Networks with numbers | +88298 | \$7.35 |
| Other International Networks with numbers | +88299 | \$7.35 |
| Pakistan                                  | +92    | \$0.87 |
| Palau                                     | +680   | \$2.92 |
| Palestine                                 | +970   | \$0.57 |
| Panama                                    | +507   | \$0.96 |
| Papua New Guinea                          | +675   | \$2.42 |
| Paraguay                                  | +595   | \$1.05 |
| Peru                                      | +51    | \$0.82 |
| Philippines                               | +63    | \$0.92 |
| Poland                                    | +48    | \$1.09 |
| Portugal                                  | +351   | \$0.65 |
| Puerto Rico                               | +1787  | \$0.67 |
| Qatar                                     | +974   | \$1.83 |
| Reunion                                   | +262   | \$1.33 |
| Romania                                   | +40    | \$1.20 |

|                                                      |       |         |
|------------------------------------------------------|-------|---------|
| Russia                                               | +7    | \$0.98  |
| Rwanda                                               | +250  | \$1.46  |
| Saint Helena, Ascension and Tristan da Cunha         | +290  | \$19.54 |
| Saint Kitts and Nevis                                | +1869 | \$2.58  |
| Saint Lucia                                          | +1758 | \$2.58  |
| Saint Martin (French part)                           | +590  | \$1.03  |
| Saint Pierre and Miquelon                            | +508  | \$2.27  |
| Saint Vincent and the Grenadines                     | +1784 | \$2.58  |
| Samoa                                                | +685  | \$2.06  |
| San Marino                                           | +378  | \$3.83  |
| Sao Tome and Principe                                | +239  | \$6.07  |
| Saudi Arabia                                         | +966  | \$1.11  |
| Senegal                                              | +221  | \$1.93  |
| Serbia                                               | +381  | \$1.35  |
| Seychelles                                           | +248  | \$3.57  |
| Sierra Leone                                         | +232  | \$3.91  |
| Singapore                                            | +65   | \$0.47  |
| Sint Maarten                                         | +599  | \$1.03  |
| Slovakia                                             | +421  | \$0.79  |
| Slovenia                                             | +386  | \$0.70  |
| Solomon Is                                           | +677  | \$3.73  |
| Somalia                                              | +252  | \$1.93  |
| South Africa                                         | +27   | \$0.56  |
| South Sudan                                          | +211  | \$2.00  |
| Spain                                                | +34   | \$0.61  |
| Sri Lanka                                            | +94   | \$0.86  |
| Sudan                                                | +249  | \$1.27  |
| Suriname                                             | +597  | \$1.28  |
| Sweden                                               | +46   | \$0.47  |
| Switzerland                                          | +41   | \$1.04  |
| Syrian Arab Republic                                 | +963  | \$1.56  |
| Taiwan                                               | +886  | \$0.66  |
| Tajikistan                                           | +992  | \$1.42  |
| Tanzania                                             | +255  | \$1.45  |
| Thailand                                             | +66   | \$0.70  |
| Timor-Leste                                          | +670  | \$4.95  |
| Togo                                                 | +228  | \$1.73  |
| Tokelau                                              | +690  | \$6.07  |
| Tonga                                                | +676  | \$2.11  |
| Trinidad & Tobago                                    | +1868 | \$2.98  |
| Tunisia                                              | +216  | \$2.52  |
| Turkey                                               | +90   | \$0.94  |
| Turkmenistan                                         | +993  | \$1.42  |
| Turks and Caicos Islands                             | +1649 | \$1.52  |
| Tuvalu                                               | +688  | \$4.67  |
| Uganda                                               | +256  | \$1.52  |
| Ukraine                                              | +380  | \$0.94  |
| United Arab Emirates                                 | +971  | \$1.11  |
| United Kingdom of Great Britain and Northern Ireland | +44   | \$0.37  |
| United States of America                             | +1    | \$0.38  |

|                   |       |        |
|-------------------|-------|--------|
| Uruguay           | +598  | \$1.10 |
| US Virgin Islands | +1340 | \$0.67 |
| Uzbekistan        | +998  | \$1.42 |
| Vanuatu           | +678  | \$2.33 |
| Venezuela         | +58   | \$0.82 |
| Vietnam           | +84   | \$1.06 |
| Wallis and Futuna | +681  | \$1.99 |
| Yemen             | +967  | \$1.27 |
| Zambia            | +260  | \$1.45 |
| Zimbabwe          | +263  | \$1.57 |



## Appendix B: Global roaming rates & information

Global Roaming is activated by default on all Exetel pre-paid mobile voice plans (Saver 4G, Value 4G, Extra Value 5G, Choice 5G, Plus 5G, Max 5G).

You can disable Global Roaming via the My Exetel App and Portal in three parts – Voice Calls, SMS/MMS and Data. When global travelling overseas this allows you to make and receive calls and SMS and avoid expensive roaming data charges.

You must have a positive PAYG credit balance to access Global Roaming services. If your PAYG balance is zero, you won't be able to access chargeable International Roaming services. Incoming SMS when roaming is not a chargeable service. You can still access Calls to Exetel and your data will still work to access the Exetel Website, My Exetel portal and My Exetel App whilst overseas even if you have no PAYG credit.

Roaming Data is counted per Kilobyte Downloaded and Uploaded. There are 4 international roaming zones.

### Zone 1 rates

| Included Telephone Service (Type)            | Flagfall Fee | Price per unit quantisation |
|----------------------------------------------|--------------|-----------------------------|
| Making Voice Call                            | N/A          | \$1.50 per minute           |
| Receiving Voice Call                         | N/A          | \$1.50 per minute           |
| Sending SMS per message                      | \$0.60       | N/A                         |
| Sending standard MMS within roaming country  | \$0.00       | + data consumed at \$1/MB   |
| Sending video MMS within roaming country     | \$0.60       | + data consumed at \$1/MB   |
| Sending standard MMS outside roaming country | \$0.75       | + data consumed at \$1/MB   |
| Sending video MMS outside roaming country    | \$0.75       | + data consumed at \$1/MB   |
| Vicemail Retrieval [101 &/or 141]            | N/A          | \$1.50 per minute           |
| Data [includes MMS data consumption charge]  | N/A          | \$1.00 per MB               |

Note: for information purposes - subject to updates (additions, changes and/or deletions)

### Zone 2 rates

| Included Telephone Service (Type)            | Flagfall Fee | Price per unit quantisation  |
|----------------------------------------------|--------------|------------------------------|
| Making Voice Call                            | N/A          | \$2.50 per minute            |
| Receiving Voice Call                         | N/A          | \$2.50 per minute            |
| Sending SMS per message                      | \$1.20       | N/A                          |
| Sending standard MMS within roaming country  | \$0.00       | + data consumed at \$1.25/MB |
| Sending video MMS within roaming country     | \$0.60       | + data consumed at \$1.25/MB |
| Sending standard MMS outside roaming country | \$0.75       | + data consumed at \$1.25/MB |
| Sending video MMS outside roaming country    | \$0.75       | + data consumed at \$1.25/MB |
| Vicemail Retrieval [101 &/or 141]            | N/A          | \$2.50 per minute            |
| Data [includes MMS data consumption charge]  | N/A          | \$1.25 per MB                |

Note: for information purposes - subject to updates (additions, changes and/or deletions)

### Zone 3 rates

| Included Telephone Service (Type)            | Flagfall Fee | Price per unit quantisation  |
|----------------------------------------------|--------------|------------------------------|
| Making Voice Call                            | N/A          | \$5.00 per minute            |
| Receiving Voice Call                         | N/A          | \$5.00 per minute            |
| Sending SMS per message                      | \$1.20       | N/A                          |
| Sending standard MMS within roaming country  | \$0.00       | + data consumed at \$2.50/MB |
| Sending video MMS within roaming country     | \$0.60       | + data consumed at \$2.50/MB |
| Sending standard MMS outside roaming country | \$0.75       | + data consumed at \$2.50/MB |
| Sending video MMS outside roaming country    | \$0.75       | + data consumed at \$2.50/MB |
| Voicemail Retrieval [101 &/or 141]           | N/A          | \$5.00 per minute            |
| Data [includes MMS data consumption charge]  | N/A          | \$2.50 per MB                |

Note: for information purposes - subject to updates (additions, changes and/or deletions)

### Zone 4 rates

| Included Telephone Service (Type)            | Flagfall Fee | Price per unit quantisation  |
|----------------------------------------------|--------------|------------------------------|
| Making Voice Call                            | N/A          | \$6.00 per minute            |
| Receiving Voice Call                         | N/A          | \$6.00 per minute            |
| Sending SMS per message                      | \$1.20       | N/A                          |
| Sending standard MMS within roaming country  | \$0.00       | + data consumed at \$4.00/MB |
| Sending video MMS within roaming country     | \$0.60       | + data consumed at \$4.00/MB |
| Sending standard MMS outside roaming country | \$0.75       | + data consumed at \$4.00/MB |
| Sending video MMS outside roaming country    | \$0.75       | + data consumed at \$4.00/MB |
| Voicemail Retrieval [101 &/or 141]           | N/A          | \$6.00 per minute            |
| Data [includes MMS data consumption charge]  | N/A          | \$4.00 per MB                |

Note: for information purposes - subject to updates (additions, changes and/or deletions)

Full table per country is given below

| country                  | network                                  | type | mcc | mnc  | zone |
|--------------------------|------------------------------------------|------|-----|------|------|
| Austria                  | Hutchison Drei Austria GmbH              | P    | 232 | '05  | 1    |
| Belgium                  | KPN Group Belgium NV/SA                  | P    | 206 | '20  | 1    |
| Cambodia                 | CamGSM                                   | N    | 456 | '01  | 1    |
| Cambodia                 | Viettel                                  | P    | 456 | '08  | 1    |
| Canada                   | Bell Mobility Inc.                       | P    | 302 | '610 | 1    |
| Canada                   | Rogers Wireless Fido                     | P    | 302 | '720 | 1    |
| Canada                   | TELUS Communications                     | P    | 302 | '220 | 1    |
| China                    | China Mobile                             | P    | 460 | '00  | 1    |
| China                    | China Unicom                             | P    | 460 | '01  | 1    |
| Croatia                  | Croatian Telecom Inc.                    | P    | 219 | '01  | 1    |
| Croatia                  | Tele2 d.o.o za telekomunikacijske usluge | P    | 219 | '02  | 1    |
| Croatia                  | VIPnet d.o.o.                            | P    | 219 | '10  | 1    |
| Czechia (Czech Republic) | T-Mobile Czech Republic a.s.             | P    | 230 | '01  | 1    |
| Denmark                  | TDC A/S                                  | P    | 238 | '01  | 1    |
| Denmark                  | Telia Nattjanster Norden AB              | P    | 238 | '20  | 1    |
| Estonia                  | Elisa Eesti AS                           | P    | 248 | '02  | 1    |

|                  |                                          |   |     |     |   |
|------------------|------------------------------------------|---|-----|-----|---|
| Estonia          | Tele2 Eesti AS                           | P | 248 | '03 | 1 |
| Fiji             | Vodafone Fiji Ltd.                       | P | 542 | '01 | 1 |
| Finland          | TeliaSonera Finland Oyj                  | P | 244 | '91 | 1 |
| France           | Bouygues Telecom                         | P | 208 | '20 | 1 |
| France           | Orange France                            | P | 208 | '01 | 1 |
| Germany          | T-Mobile Deutschland GmbH                | P | 262 | '01 | 1 |
| Germany          | Telefonica o2 Germany GmbH & Co.OHG      | P | 262 | '07 | 1 |
| Greece           | Cosmote Mobile Telecommunications S.A.   | P | 202 | '01 | 1 |
| Hong Kong        | Hong Kong CSL Limited                    | P | 454 | '00 | 1 |
| Hong Kong        | SmarTone Mobile Communications Limited   | P | 454 | '06 | 1 |
| Hungary          | Magyar Telekom Plc                       | P | 216 | '30 | 1 |
| Indonesia        | Excelcom                                 | P | 510 | '11 | 1 |
| Indonesia        | PT Indonesian Satellite Corporation Tbk  | P | 510 | '01 | 1 |
| Indonesia        | PT Telekomunikasi Selular                | P | 510 | '10 | 1 |
| Ireland          | Hutchison 3G Ireland limited             | P | 272 | '05 | 1 |
| Ireland          | Meteor Mobile Telecommunications Limited | P | 272 | '03 | 1 |
| Ireland          | O2 Communications                        | P | 272 | '02 | 1 |
| Italy            | H3G                                      | P | 222 | '99 | 1 |
| Italy            | Telecom Italia SpA                       | P | 222 | '01 | 1 |
| Italy            | Wind Telecomunicazioni SpA               | P | 222 | '88 | 1 |
| Japan            | NTT DoCoMo Inc                           | P | 440 | '10 | 1 |
| Japan            | SoftBank Mobile                          | P | 440 | '20 | 1 |
| Latvia           | Latvian Mobile Telephone Co              | P | 247 | '01 | 1 |
| Latvia           | Tele2 Latvia                             | P | 247 | '02 | 1 |
| Lithuania        | Omnitel Lithuania                        | P | 246 | '01 | 1 |
| Lithuania        | UAB Tele2                                | P | 246 | '03 | 1 |
| Luxembourg       | Orange S.A.                              | P | 270 | '99 | 1 |
| Macedonia        | T-Mobile Macedonia                       | N | 294 | '01 | 1 |
| Macedonia        | VIP Operator Dooel Skopje                | P | 294 | '03 | 1 |
| Malaysia         | Celcom                                   | P | 502 | '13 | 1 |
| Malaysia         | DiGi Telecommunications Sdn Bhd          | P | 502 | '16 | 1 |
| Malaysia         | Maxis Communications Berhad              | N | 502 | '12 | 1 |
| Netherlands      | KPN B.V.                                 | P | 204 | '08 | 1 |
| New Zealand      | Telecom New Zealand Limited              | P | 530 | '05 | 1 |
| New Zealand      | Two Degrees Mobile Limited               | P | 530 | '24 | 1 |
| Norway           | Netcom NORNC                             | P | 242 | '02 | 1 |
| Norway           | Telenor Norge                            | P | 242 | '01 | 1 |
| Papua New Guinea | BMobile Limited                          | P | 537 | '01 | 1 |
| Papua New Guinea | Digicel PNG Ltd.                         | P | 537 | '03 | 1 |
| Philippines      | Smart Communications Inc                 | P | 515 | '03 | 1 |
| Poland           | PTK Centertel                            | P | 260 | '03 | 1 |
| Portugal         | Sonaecom Servicos de Comunicacoes S.A.   | P | 268 | '03 | 1 |
| Russia           | OJSC VimpelCom                           | P | 250 | '99 | 1 |
| Samoa            | Digicel Samoa Limited                    | P | 549 | '00 | 1 |
| Singapore        | MobileOne Ltd                            | N | 525 | '03 | 1 |
| Singapore        | StarHub Mobile Pte Ltd                   | P | 525 | '05 | 1 |
| Slovakia         | Slovak Telekom a.s.                      | P | 231 | '02 | 1 |
| Slovenia         | SI.Mobil d.d.                            | P | 293 | '40 | 1 |
| South Korea      | SK Telecom                               | P | 450 | '05 | 1 |
| Spain            | Telefonica Moviles Espana S.A.           | P | 214 | '05 | 1 |

|                          |                                              |   |     |      |   |
|--------------------------|----------------------------------------------|---|-----|------|---|
| Sri Lanka                | Dialog Telekom PLC                           | P | 413 | '02  | 1 |
| Sri Lanka                | Mobitel                                      | N | 413 | '01  | 1 |
| Sweden                   | Tele 2 AB                                    | P | 240 | '07  | 1 |
| Sweden                   | Telenor Sverige AB                           | P | 240 | '08  | 1 |
| Sweden                   | TeliaSonera Mobile Networks AB Sweden        | P | 240 | '01  | 1 |
| Switzerland              | Orange Communications SA                     | P | 228 | '03  | 1 |
| Switzerland              | Swisscom                                     | P | 228 | '01  | 1 |
| Taiwan                   | Chunghwa Telecom                             | P | 466 | '92  | 1 |
| Thailand                 | Real Future Company Ltd                      | N | 520 | '00  | 1 |
| Thailand                 | Total Access Communications Co               | P | 520 | '18  | 1 |
| Tonga                    | Digicel                                      | P | 539 | '88  | 1 |
| Turkey                   | Turkcell Iletisim Hizmetleri A.S.            | P | 286 | '01  | 1 |
| United Kingdom           | Everything Everywhere Limited                | P | 234 | '30  | 1 |
| United Kingdom           | Jersey Telecom                               | P | 234 | '50  | 1 |
| United Kingdom           | Telefonica O2 UK Limited                     | P | 234 | '10  | 1 |
| United States of America | AT&T Mobility                                | P | 310 | '150 | 1 |
| United States of America | T-Mobile USA Inc                             | P | 310 | '200 | 1 |
| United States of America | T-Mobile USA Inc                             | P | 310 | '160 | 1 |
| Vanuatu                  | Digicel                                      | P | 541 | '05  | 1 |
| Vanuatu                  | Telecom Vanuatu Limited                      | P | 541 | '01  | 1 |
| India_TN                 | Bharti Airtel Ltd. Chennai                   | P | 404 | '40  | 1 |
| India_TN                 | Bharti Airtel Ltd. Tamilnadu                 | P | 404 | '94  | 1 |
| India_AP                 | Bharti Airtel Ltd. Andhra Pradesh            | P | 404 | '49  | 1 |
| India_Karnataka          | Bharti Airtel Ltd. Karnataka                 | P | 404 | '45  | 1 |
| India_kerala             | Bharti Airtel Ltd. Kerala                    | P | 404 | '95  | 1 |
| India_Delhi              | Bharti Airtel Ltd. Delhi                     | P | 404 | '10  | 1 |
| India_Delhi              | Vodafone Delhi                               | P | 404 | '11  | 1 |
| India_Gujarat            | Bharti Airtel Ltd. Gujarat                   | P | 404 | '98  | 1 |
| India_Haryana            | Bharti Airtel Ltd. Haryana                   | P | 404 | '96  | 1 |
| India_HP                 | Bharti Airtel Ltd. Himachal Pradesh          | P | 404 | '03  | 1 |
| India_MH                 | Bharti Airtel Ltd. Maharashtra & Goa         | P | 404 | '90  | 1 |
| India_MH                 | Bharti Airtel Ltd. Mumbai                    | P | 404 | '92  | 1 |
| India_MH                 | Vodafone Mumbai                              | P | 404 | '20  | 1 |
| India_Kolkatta           | Bharti Airtel Ltd. Kolkata                   | P | 404 | '31  | 1 |
| India_MP                 | Bharti Airtel Ltd. Madhya Pradesh            | P | 404 | '93  | 1 |
| India_Punjab             | Bharti Airtel Ltd. Punjab                    | P | 404 | '02  | 1 |
| India_Rajasthan          | Bharti Airtel Ltd. Rajasthan                 | P | 404 | '70  | 1 |
| India_UPW                | Bharti Airtel Ltd. UP West                   | P | 404 | '97  | 1 |
| India_UPW                | Idea Cellular Ltd. Up West                   | P | 404 | '56  | 1 |
| Brazil                   | TIM Celular S.A.                             | N | 724 | '02  | 2 |
| Brazil                   | Vivo S.A.                                    | P | 724 | '06  | 2 |
| Egypt                    | Etisalat Misr                                | P | 602 | '03  | 2 |
| Israel                   | Cellcom Israel Ltd                           | P | 425 | '02  | 2 |
| Israel                   | Pelephone Communications Ltd.                | P | 425 | '03  | 2 |
| Israel                   | Wataniya Palestine Mobile                    | P | 425 | '06  | 2 |
| Malta                    | Mobisle Communications Limited               | P | 278 | '21  | 2 |
| Mexico                   | Pegaso Comunicaciones y Sistemas S.A. De C.V | P | 334 | '030 | 2 |

|                      |                                    |   |     |     |   |
|----------------------|------------------------------------|---|-----|-----|---|
| Nigeria              | MTN Nigeria Communications Limited | P | 621 | '30 | 2 |
| Qatar                | Q Tel                              | P | 427 | '01 | 2 |
| Saudi Arabia         | Saudi Telecom Company              | P | 420 | '01 | 2 |
| Solomon Islands      | BMobile Limited                    | P | 540 | '02 | 2 |
| South Africa         | Cell C                             | P | 655 | '07 | 2 |
| South Africa         | MTN Mobile Telephone Networks      | P | 655 | '10 | 2 |
| South Africa         | Vodacom Group Pty Ltd.             | P | 655 | '01 | 2 |
| Timor-Leste          | Telkomcel                          | P | 514 | '01 | 2 |
| Timor-Leste          | Timor Telecom                      | P | 514 | '02 | 2 |
| Timor-Leste          | VIETTEL TIMOR LESTE                | P | 514 | '03 | 2 |
| United Arab Emirates | Emirates Telecom Corp Etisalat     | P | 424 | '02 | 2 |
| Bulgaria             | Cosmo Bulgaria Mobile EAD          | P | 284 | '05 | 3 |
| Lebanon              | MIC 2                              | P | 415 | '03 | 3 |
| Romania              | Orange Romania SA                  | P | 226 | '10 | 3 |
| Vietnam              | Vietel Corporation                 | P | 452 | '04 | 3 |
| Vietnam              | Vinaphone                          | P | 452 | '02 | 3 |
| Bolivia              | Nuevatel PCS De Bolivia SA         | P | 736 | '01 | 4 |
| Cook Islands         | Telecom Cook Islands               | P | 548 | '01 | 4 |
| Kenya                | Safaricom Limited                  | P | 639 | '02 | 4 |
| Kuwait               | Wataniya Telecom Kuwait            | P | 419 | '03 | 4 |
| New Caledonia        | OPT New Caledonia                  | P | 546 | '01 | 4 |

## Things you need to know

### What is Global Roaming?

Exetel Global Roaming provides you the flexibility to take your mobile phone when travelling overseas in over 73 countries. You can continue making and receiving calls, access your voicemail and emails, send and receive texts without having to change your mobile number.

### How does Global Roaming billing work?

Your overseas voice, text, MMS and/or data usage whilst roaming are charged outside of any included value allowance or data pack (Add-on or Data Bank) attached to your plan. You must have a positive PAYC credit balance to use Global Roaming. All rates listed here are Australian Dollars.

Charges apply for both sending and receiving a call whilst you are roaming.

Data is charged in 1 Kbyte blocks for both downloaded and uploaded data usage.

All charges incurred overseas are billed back to your account in Australian dollars. GST does not apply to roaming charges.

### Will my handset work overseas?

Not all destinations support Australian mobile handsets, therefore you may not be able to make or receive calls in all countries.

### Timing of roaming charges and changes to rates.

Global roaming charges display on your account in real-time and are subject to change without notice, due to fluctuations in international currency rates and changes to charges imposed by overseas networks.

### Mobile network coverage and quality varies by country and region.

Exetel is unable to guarantee the quality and availability of coverage for any services whilst overseas.

### Activating Global Roaming

Global Roaming is activated by default for your service. You can manage it by logging into My Exetel.

### Using your service on a cruise ship

Exetel Global Roaming allows you to use your mobile whilst you are cruising international waters. All usage when outside port will be charged at Zone 4 Maritime rates. When the ship is approaching port, the onboard ship network may turn off at which point you will lose mobile service. Once you have reached port, your mobile will connect to the local mobile network and the roaming rates for the country you have just arrived will apply.

### Using your voicemail overseas

Global Roaming Voice Calling needs to be activated for voicemail to work whilst overseas. You can retrieve a message whilst overseas by:

- calling +61101 or +61141 on your mobile