

International Roaming Rates

The term international roaming describes your use of an Australian mobile service whilst traveling overseas. Your mobile number remains the same whilst you're roaming, however charges are incurred and charged at external third party carrier rates (the overseas suppliers) and passed through to Bendigo Bank Telco who in turn bill you for your usage.

Rates that apply for SMS/MMS messages and data

International Roaming	Charge
SMS to an Australian number (per 160 characters)	\$0.55 roaming fee + standard SMS rate
SMS to a non-Australian number (per 160 characters)	\$0.55 roaming fee + standard International SMS rate
To receive SMS	\$0.00
MMS to an Australian number (per message)	\$0.55 roaming fee + standard MMS rate + \$0.20 per 10KB
MMS to a non-Australian number (per message)	\$0.55 roaming fee + standard International MMS rate + \$0.20 per 10KB
To receive MMS (per message)	\$0.20 per 10KB
GPRS / 3G Data	\$0.20 per 10KB

Data is charged in 10KB increments.

- To send or receive an email may use about 20 KB; this can cost about \$0.40.
- A Facebook page is about 30 KB; this can cost around \$0.60.
- One minute of streaming video may use about 1MB; this can cost around \$20.60.
- These figures are based on an average mobile internet page or email and will depend on the handset type.

Voice and Video call rates

Call rates vary depending upon the zone that you are calling from.

International Roaming	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
National Voice Calls within the same country (per minute)	\$0.65	\$1.30	\$1.65	\$1.90	\$2.10
International Voice Calls outside the country you are in (per minute)	\$1.40	\$2.35	\$3.50	\$5.80	\$6.60
To receive Voice Calls (per minute)	\$0.95	\$1.10	\$1.45	\$1.65	\$1.80
National Video Calls within the same country (per minute)	\$1.25	\$2.00	\$2.50	\$3.00	\$3.50
International Video Calls outside the country you are in (per minute)	\$2.75	\$3.30	\$4.75	\$5.95	\$6.75
To receive Video Calls (per minute)	\$1.00	\$1.25	\$1.50	\$1.75	\$2.00
Connection Charge (per outgoing Voice and Video call)	\$0.40	\$0.40	\$0.40	\$0.40	\$0.40

- All rates are listed in \$AUD. Voice & Video Calls rates are shown per minute and charged with an initial increment of 60 seconds and per 30 seconds thereafter.
- GST does not apply to roaming charges (with the exception of the standard SMS, MMS, international SMS and international MMS rates).

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Community Telco Australia Pty Ltd ABN 93 094 908 326 trading as Bendigo Bank Telco

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International Roaming Zones

Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
<ul style="list-style-type: none"> • Bangladesh • Cyprus • Isle of Man • Macau • Norway 	<ul style="list-style-type: none"> • Botswana • Curacao & Bonaire • East Timor • Finland • Georgia • Ghana • Greece • Malaysia • Oman • Pakistan • Singapore • South Africa • Taiwan • Thailand • Vietnam 	<ul style="list-style-type: none"> • Algeria • Austria • Bahrain • Brunei • Costa Rica§ • Denmark • El Salvador† • Faroe Islands • Fiji • France • Gibraltar • Guam & the Northern Marianas^ • Hong Kong • Iceland • Iran • Japan‡ • Jersey • Jordan • Korea (South)‡ • Laos • Lebanon • Liberia • Liechtenstein • Luxembourg • Mauritania* • Monaco • Nauru • Netherlands • New Caledonia • New Zealand • Nigeria • Norfolk Island • Puerto Rico^ • Seychelles • Slovak Republic • Sudan • Switzerland • Tonga • UK • Uganda • Uruguay • USA^ § • US Virgin Is.^ • Vanuatu • Yeme 	<ul style="list-style-type: none"> • Anguilla • Antigua & Barbuda^ • Aruba • Barbados • Belgium • Bermuda^ • Bolivia^ • Bosnia Herzegovina • Brazil • Bulgaria • Cambodia • Canada^ § • Cayman Is. • Colombia^ • Congo • Congo (RDC) • Cook Islands • Germany • Grenada • Guatemala • Guernsey • Guinea Bissau • Guyana • Haiti • Hungary • Indonesia • Iraq • Ireland • Italy • Jamaica • Kyrgyzstan • Macedonia • Malawi • Maritime • Mauritius • Mozambique • Namibia • Nepal • Papua New Guinea • Palestine • Paraguay^ • Philippines • Poland • Samoa • San Marino • Senegal • Slovenia • Solomon Islands • Spain • St. Lucia • St Kitts & Nevis • St. Vincent • Sweden • Syria 	<ul style="list-style-type: none"> • Afghanistan • Albania • Argentina^ • Armenia • Azerbaijan • Belarus • Belize^ • Bhutan • Cameroon • Chile^ • China • Croatia • Czech Republic • Dominican Republic^ • Egypt • Estonia • Ethiopia* • French Guiana • Guinea • India • International • Airspace - AeroMobile • Israel • Ivory Coast • Kazakhstan • Kenya • Kuwait • Latvia • Lithuania • Madagascar • Maldives • Malta • Mexico^ • Mongolia • Montenegro • Morocco • Panama‡ • Peru^ • Portugal • Qatar • Reunion • Romania • Russia • Saudi Arabia • Serbia • Sri Lanka • Tajikistan • Tanzania • Turkey • Ukraine • Uzbekistan • Zimbabwe

			<ul style="list-style-type: none"> • Tahiti • Trinidad • Tunisia • Turks & Caicos • United Arab Emirates • Vatican City • Venezuela^ • Zambia 	
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Other considerations:

- Countries marked with a ^ require a GSM 1900MHz compatible (tri-band) handset.
- Countries marked with a † require a GSM 850MHz compatible (quad-band) handset.
- Countries marked with a ‡ require a 3G 2100MHz compatible handset.
- Where this symbol is indicated * SMS services are not currently available.
- Countries marked with a § require a 3G 850/1900 handset for 3G roaming.
- Please check your device specifications with your device supplier for compatibility. Some handsets may not be supported by all networks.
- 3G Roaming requires compatible mobiles/devices to use GPRS and 3G data.
- To make and receive video calls, both calling and receiving parties require a 3G mobile and must be located in a 3G coverage area on a network that supports video calling.

For further information

If you have any concerns about International Roaming, the charges you may incur or your invoice talk to our customer service staff.

Phone: 1300 737 881

Email: service@bendigobanktelco.com.au