

Going overseas

It's time to travel. Check out these top tips for keeping costs down while using mobile data on your phone overseas.

How your data works when travelling overseas

In many countries, your mobile will work both for calls and data, thanks to **international roaming**. This is sometimes called just **roaming**, or **data roaming**.

- International roaming works because Australian mobile providers have agreements with mobile providers in other countries that allow you to use the mobile networks in the country you're visiting.
- International roaming lets you use your mobile as usual for phone calls and data.
- With international roaming, mobile calls and data will cost more than they do at home.
- The extra costs of international roaming depend on your mobile provider and the country you're visiting.
- It can be easy to end up with an expensive bill if you're not careful. The costs will be on top of your regular bill.
- Before travelling, ask your mobile provider how international roaming works for your account and what the costs are.



Mobile phones make it easy to use the internet while overseas

Will my device work overseas?

Your mobile phone will almost certainly work in most places around the world, regardless of which Australian provider you use or what type of mobile it is.

It's important to remember that:

- International roaming must be active on your phone for your phone to work overseas. Check with your Australian mobile phone provider before you travel to make sure it has been activated.
- While phone calls will usually work normally, your data connection may be slower in a small number of overseas countries that don't have fast 4G data networks like Australia.

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Does data cost more overseas?

There are several options for making calls and using data on your mobile while overseas. The options and costs vary, depending on your provider.

- Any use of your phone overseas involves additional charges on top of your regular bill, regardless of whether you are just using it to make and receive calls or, in addition, use the internet for emails and messages or browsing (data).
- Calls and data using international roaming are usually charged at several dollars per minute, so are more expensive than standard rates. The charges tend to be higher in more remote locations too.
- Some Australian providers sell an **international day pass**, costing \$5 to \$10 per day. This usually allows unlimited calls and enough data for basic web browsing and email.
- The costs of an international day pass are on top of your regular bill.



Calls and data costs vary depending on where you travel

'Calls and data using international roaming are usually... more expensive than standard rates.'

- Some providers sell **international data packs**, which allow a fixed amount of data for a fixed fee to use while you're away.
- The cost of a data pack is on top of your regular bill but can help you plan your costs better.
- For access to an international day pass or an international data pack, you need to organise this with your phone company before you leave for your trip.

International roaming options can be complicated, so it's best you visit your provider's shop so that you can discuss the options before you travel.

Going overseas

A cheap alternative

An economical way to use mobile data while overseas is to buy a pre-paid service from a local mobile phone provider once you get to your destination. This is most useful if you'll be spending all your time in one country.

A pre-paid service purchased at your destination means:

- You will have to take out your Australian SIM to put in the overseas SIM.
- You will have a different number, but you can text the new number to your friends and family.
- You will usually have more generous data and call allowances.

What do I need to be ready to travel?

To get the best bang for your buck when you travel overseas with your phone, it's always best to plan ahead. Here are some things to remember:

- Are you planning on using international roaming? It should be ready to go on most phones, but you should make sure. Check with your provider before you travel.
- If you're planning on using an international day pass or data pack, contact your provider to arrange these before you go.
- Use your provider's free app to track your data usage and help make sure you don't incur excessive data charges.
- If you don't want to risk high data costs while overseas, you can disable the phone's ability to use data entirely. Look for **data roaming** or **mobile data** in your phone's settings and switch it off before getting on the plane.

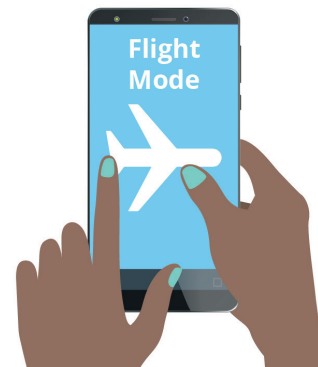


Switch off Data Roaming in your phone to avoid data costs while overseas

'Use your provider's free app to track your data usage and... don't incur excessive data charges.'

Going overseas

- With apps like Facebook, Messenger, WhatsApp, Skype and FaceTime, you can use free Wi-Fi in overseas hotels and public locations to keep in touch, either with voice calls or text messages.
- Remember to switch on Flight Mode or Aeroplane Mode in your phone settings during your flight. This disables calls, data and Wi-Fi on your mobile, and is required by most airlines. You may also be asked to switch off all devices on take-off and landing, so be prepared to do this by keeping your devices handy when boarding the plane.
- Don't forget to pack the mobile phone adaptor so you can charge your phone while you're away.

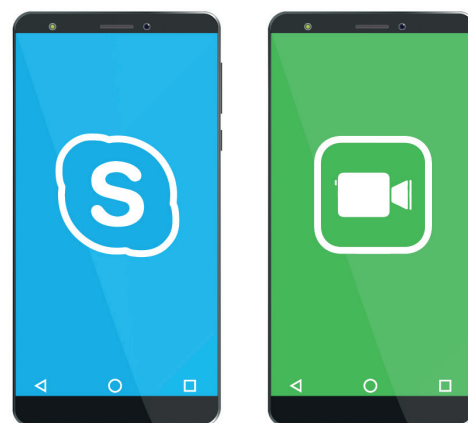


Catching a plane? Remember to turn Flight Mode on

How can I stay in touch with friends and family?

Making voice calls and using data when you're overseas is not that different to when you're in Australia.

- If you've chosen roaming, or you're using a SIM purchased overseas, or an international pass of some kind, you can just call and use data as usual.
- When the call has connected, chances are it will be like a mobile call you have at home, with no delay or echo, despite the distance.
- If you're connecting via Wi-Fi at your destination or using your pre-arranged data plan, you can use an app such as Skype or FaceTime. For voice calls, they use only a small amount of data.
- You can make video calls with Skype and FaceTime too, but this uses more data.
- Finally, you can just text or email everyone at home. Unless they have large photo attachments, texts and emails use very little data and will be the least expensive option if you haven't arranged an international pass in advance.



Skype and FaceTime apps help you easily keep in touch