



MOBILE International Roaming

Travel Pack	Suited for...	What's included	Valid for	Price inc GST
5GB Travel Pack	Perfect for short trips.	<ul style="list-style-type: none"> 30 mins of calls 30 SMS 	7 days	\$42.90
10GB Travel Pack	Ideal for longer stays	<ul style="list-style-type: none"> 60 mins of calls 60 SMS 	14 days	\$64.90
3GB Travel BizPack	Designed for business travellers	<ul style="list-style-type: none"> 300 mins of calls 300 SMS 	3 days	\$75.90

All travel packs come with Wi-Fi Calling & SMS

Users can easily access these packs via SMS opt-in		
	Travel Pack Bolt-On	SMS Keyword (Pack Code)
Users will receive a welcome message while roaming in eligible destinations. They need to send a "Pack code" via SMS to 179. (SMS sent to 179 is toll free.)	5GB Travel Pack	ROAM5
	10GB Travel Pack	ROAM10
	3GB BizTravel Pack	ROAM3

How Travel Pack Allowances Work									
If you have multiple travel packs active at the same time, the pack with the earliest expiry date will be used first. Eg. Let's say you run out of data on day 2 of your billing cycle and add a new data pack. Here's how your allowances will be used:									
Calls and SMS:	You'll continue using the allowances from your first pack until it expires. After that, any remaining allowances from your new pack will be used.								
Data	Your data usage will be deducted from the new data pack immediately.								
Exception: If you add the same travel pack, your allowances will reset. Note: This immediate usage applies to calls and SMS usage as well if the first pack expires.									
Consumption Priority									
If a user has multiple travel packs active at the same time, the travel pack with the earliest expiry will be used with the highest priority. If multiple travel packs are active with the same expiry date, then the usage priority will be follows.	<table border="1"> <thead> <tr> <th>Pack Name</th> <th>Usage Priority</th> </tr> </thead> <tbody> <tr> <td>3GB Travel BizPack</td> <td>1 (Highest Priority)</td> </tr> <tr> <td>5GB Travel Pack</td> <td>2</td> </tr> <tr> <td>10GB Travel Pack</td> <td>3</td> </tr> </tbody> </table>	Pack Name	Usage Priority	3GB Travel BizPack	1 (Highest Priority)	5GB Travel Pack	2	10GB Travel Pack	3
	Pack Name	Usage Priority							
	3GB Travel BizPack	1 (Highest Priority)							
5GB Travel Pack	2								
10GB Travel Pack	3								

Travel Pack utilisation rules
<ol style="list-style-type: none"> Travel Packs will expire at 23:59:59PM on the day of expiry. Travel pack will always use Sydney local time (AEST or AEDT), regardless of the country the end-user is roaming in. Roaming packs have various validity periods, but all start and end at midnight AEST. If a pack is activated after midnight, it remains valid until midnight AEST on the expiry date The roaming period from activation until midnight AEST on the activation date does not count towards the pack's expiration. Activation Example: User activates a 5GB roaming pack at 12 noon upon arrival
<p>The diagram illustrates the activation and validity period of a travel pack. It shows a horizontal timeline with three vertical red arrows pointing down to specific times: 12 Noon AEST, 12 Midnight AEST, and 12 Midnight AEST. A light blue bar labeled '12 hours' starts at 12 Noon AEST and ends at 12 Midnight AEST. A dark blue bar labeled '7 Days' starts at 12 Midnight AEST and ends at the final 12 Midnight AEST.</p>



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Included Roaming Destinations – (68 Countries)										
Austria	Belgium	Brazil	Bulgaria	Canada	Cambodia	Chile	China	Colombia		
Croatia	Czech Republic	Denmark	Egypt (Arab Republic)		Estonia	Fiji	Finland	France		
Germany	Greece	Guernsey (UK)	Hong Kong	Hungary	India	Indonesia	Ireland	Isle of Man (UK)		
Israel	Italy	Japan	Kenya	Latvia	Lithuania	Luxembourg	Macedonia (Yugoslav Rep)			
Macau	Malaysia	Mexico	Netherlands	New Zealand	Nigeria	Norway	Papua New Guinea			
Philippines	Poland	Portugal	Qatar	Republic of Korea		Romania	Russia	Samoa		
Saudi Arabia	Singapore	Slovak Republic		Slovenia	South Africa		Spain	Sri Lanka		
Sweden	Switzerland	Taiwan	Thailand	Tonga	Turkey	UAE	UK	USA	Vanuatu	Vietnam

What's included	What's excluded
All our travel packs come with Wi-Fi Calling & SMS. Stay connected even without a mobile signal – call and text back home using Wi-Fi.	You will require a compatible mobile device in order to use a CCTS Mobile SIM service. This plan does not include a mobile device.
Usage includes making or receiving a call and sending an SMS to a standard international number in eligible destinations. Usage also includes using mobile data in eligible destinations.	MMS (Event Fees), video calls or calls to non-standard numbers (satellite numbers, premium numbers and operator assisted calls)
Low Balance Reminders: You'll get a reminder when your pack reaches 10MB data, 5 minutes, or 5 SMS remaining.	Usage in Australia, on airplanes or cruise ships.

Billing & Other information	
Invoices are issued on the same day each month and are billed in advance for the minimum monthly charge and in arrears for calls excluded from the minimum monthly recurring charge.	You must comply with our Fair Usage Policy and not use your service in an unacceptable, unreasonable or fraudulent manner, or in a way that detrimentally interferes with the integrity of, or causes significant congestion to, the network. We may take action if you breach the Fair Usage Policy, including suspending or cancelling your service
The pricing is for a full billing cycle but your first bill may include pro rata charges for part of the month if you started or changed your plan part way through a billing period.	
Fees and charges may apply for bill delivery and payment of your invoice, depending on the method. Emailed invoices and direct debit payments are fee free.	
	Full Terms - This information is a summary only. Please visit our website for our Standard Terms and Conditions, Fair Use and Privacy policies and other information which set out terms and conditions on which we provide our products and services to you

All prices listed are inclusive of GST

NEED HELP? We're here for you Contact Ph: 1800 244 244 Email: service@ccts.com.au

Visit www.ccts.com.au or to speak to someone about your plan or obtain a copy of this Critical Information Summary in an alternative/accessible format call or email the above contacts.

We take customer satisfaction very seriously. If there's something you're not happy with and wish to make a complaint or if you have any concerns related to our handling of your personal information, please reach out to us on the above contacts. We like to make every attempt to resolve any issue promptly and fairly, but you can contact the Telecommunications Industry Ombudsman, by calling 1800 062 058 or by logging your complaint at www.tio.com.au.

*Information is current as of November 2024 and is subject to change without notice. All prices quoted include GST. Included value amounts are valid for one month (billing period). Fair Usage policy applies to International Roaming. Calls are charged in 60 second increments, plus Flagfall charge. Data usage will be metered in kilobytes, where 1024 bytes = 1 Kilobyte or part thereof and includes both uploads and downloads. Central Coast Telephone Systems Pty Ltd ACN 003 792 881 reserves the right to vary the terms of these plans at any time.