NEW SERVICE FAQ'S

PCONNECT

INTRODUCTION

Welcome to your new PMOBILE phone service, powered by the Telstra network. This quick reference guide will help you get the most out of your service.

VOICEMAIL

Dial 101 to access and manage your voicemail at any time.

CHECKING YOUR BALANCE

Standalone Mobile Plans: Text **bal** to **179** to see your current balance and databank.

You will receive SMS notifications as you consume your data allowance (typically at 50%, 85%, and 100%). Usage alerts are typically sent in near real time but may be delayed by up to 48 hours depending on system conditions.

Shared-Data / Pooling Plans: Balance alerts are emailed to the nominated contact. Please check with your nominated contact for balance details.

GOING OVERSEAS

Global roaming is automatically enabled.

When you arrive in a supported country, you'll receive a welcome message with instructions to activate a Roaming Data Pack.

Data Pack Options:

Description	Expiry	Cost (ex GST)
5GB Travel Pack (30 mins / 30 SMS)	7 Days	$35.00
10GB Travel Pack (60 mins / 60 SMS)	14 Days	$60.00
3GB Travel BizPack (300 mins / 300 SMS)	3 Days	$65.00

For full details, visit our website or contact our support team.

NEED SUPPORT

If you need help, you can contact our Support Desk in the following ways:

- **Portal:** https://help.pconnect.com.au
- **Email:** support@pconnect.com.au
- **Phone:** 1300 049 211

Support is available 7am—7pm, Monday to Friday (excluding Public Holidays)