

INTERNATIONAL ROAMING - WHAT TO EXPECT

PCONNECT

BEFORE YOU FLY

International Roaming is enabled within your mobile SIM plan by default ¹²

You'll need to enable roaming in your local mobile device settings. Instructions to assist with this are available further on in this guide.

WHEN YOU ARRIVE

As soon as you land, you'll receive a Welcome SMS with options to purchase a roaming pack.

Welcome to New Zealand! To use your 61493474180 while you're here, simply choose a roaming pack and text the code to 179:

Options:

?ROAM5: 5GB data, 30 mins, 30

SMS, 7 days validity

?ROAM10: 10GB data, 60 mins, 60

SMS, 14 days validity

?ROAM3: 3GB BizPack data, 300

mins, 300 SMS, 3 days validity

For example, text "ROAM5" to 179 to activate that pack. No reminders will be sent when validity expires, so just remember to add a new one when needed. Please refer to your service provider for more information.

AVAILABLE DATA PACKS

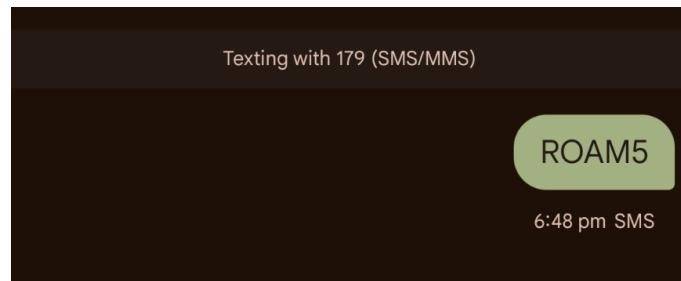
Description	Expiry	Cost (ex GST)	SMS Code
5GB Travel Pack (30 mins / 30 SMS)	7 Days	\$35.00	ROAM5
10GB Travel Pack (60 mins / 60 SMS)	14 Days	\$60.00	ROAM10
3GB Travel BizPack (300 mins / 300 SMS)	3 Days	\$65.00	ROAM3

If you don't want to add a data pack, simply ignore the SMS and no roaming charges will apply.

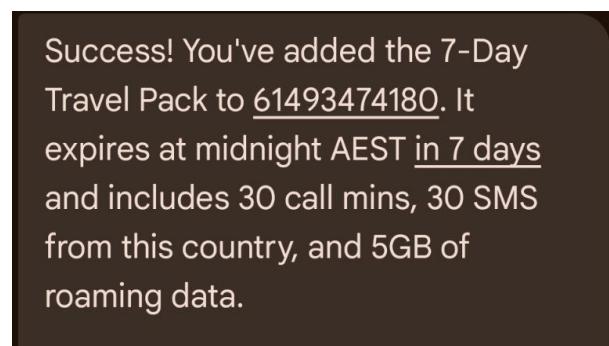
ADDING A DATA PACK

To add a pack, reply to the SMS by sending the pack's code to 179

Example - To purchase the 5GB travel pack, send the code ROAM5 to 179

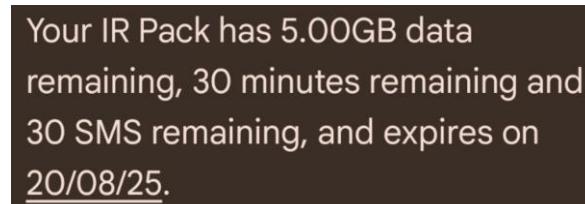
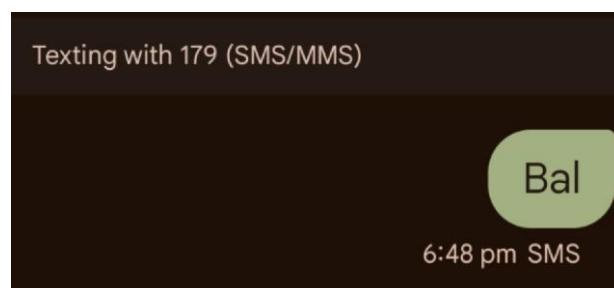


You'll receive a confirmation SMS once it's active



CHECKING YOUR USAGE

To see how much data, calls, and texts remain on your roaming pack, text **bal** to 179



GETTING SUPPORT WHILE OVERSEAS

If you need help while travelling, you can contact us by:

E: support@pconnect.com.au
P: +61 2 8324 5688

Wi-Fi Calling works without International Roaming, as long as you have it enabled in your local settings

Support hours are **Monday to Friday, 7am – 7pm AEST** (excluding public holidays).

TROUBLESHOOTING: ENABLING ROAMING ON YOUR DEVICE

APPLE iPhone

1. Open **Settings**.
2. Tap **Mobile** or **Cellular**.
3. Select **Mobile Data Options** or **Cellular Data Options**.
4. Turn on **Data Roaming**.
5. For calls and SMS, also make sure **Voice Roaming** is switched on (if shown).

Tip: You may need to restart your iPhone after changing these settings.

ANDROID

Steps may vary slightly by brand/model

1. Open **Settings**.
2. Tap **Connections** or **Network & Internet**.
3. Select **Mobile Networks**.
4. Turn on **Data Roaming**.
5. If available, also enable **International Roaming** or **Roaming for Calls/SMS**.

Tip: Some Android devices separate roaming for data and calls – make sure both are enabled if you need full roaming services.

INTERNATIONAL ROAMING – SUPPORTED COUNTRIES

Your PCONNECT Mobile service (powered by the Telstra Wholesale network) has International Roaming available in the following countries:

Austria	Macao
Belgium	Malaysia
Brazil	Mexico
Bulgaria	Nauru
Cambodia	Netherlands
Canada	New Zealand
Chile	Nigeria
China	North Macedonia
Colombia	Norway
Croatia	Papua New Guinea
Czechia	Philippines (the)
Denmark	Poland
Egypt	Portugal
Estonia	Qatar
Fiji	Romania
Finland	Samoa
France	Saudi Arabia
Germany	Singapore
Greece	Slovakia
Guernsey	Slovenia
Hong Kong	South Africa
Hungary	Spain
India ³	Sri Lanka
Indonesia	Sweden
Ireland	Switzerland
Isle of Man	Taiwan (Province of China)
Israel	Thailand
Italy	Tonga
Japan	Turkiye
Kenya	United Arab Emirates
Korea (the Republic of)	United Kingdom of Great Britain
Latvia	United States of America
Lithuania	Vanuatu
Luxembourg	Viet Nam
Northern Ireland	

1) PMOBILE activates International Roaming on all mobile accounts by default. Businesses can choose to opt out, if preferred.

2) International Roaming is not available on data-only SIM plans.

3) Excluding Bihar, Orissa, UP East, West Bengal

4) Russia is no longer supported for International Roaming

If you'd like us to confirm your roaming status before you travel, please email support@pconnect.com.au