



International / Global Roaming Agreement Form from FairTel Pty Ltd

Using a mobile phone overseas can be very expensive. This policy outlines what you need to know and agree to, prior to activating the Global Roaming product. If you do not agree to the conditions in this document, the Global Roaming product will be disabled and you will not be able to use your phone overseas.

FairTel always recommends inserting a local sim card into your mobile phone whilst overseas and our company does not encourage the activation of Global Roaming.

What FairTel Customers Need to Know:

- 1) The Global Roaming rates charged are not controlled by FairTel and are very expensive (some customers have come back with bills into the thousands of dollars).
- 2) In addition to outgoing usage, please note that receiving standard and voicemail calls will generate Global Roaming charges.
- 3) A guideline for the cost of voice calls and SMS can be found at: <https://www.optus.com.au/shop/mobilephones/postpaidautoroom>
- 4) Whilst we can set a limit on your spend, because the call records are sent by the overseas carrier, often with significant delays (greater than 48 hours), this method is not sufficient to limit charges.
- 5) Data roaming costs over \$0.20 per 10 KB or over \$20.00 per MB. These costs are huge and we recommend you use the local wifi only.
- 6) You will need to ensure that data roaming is turned off on your handset – If you need help with this please let us know. Please note: emails, maps, skype, games, facebook etc. all use data to function.
- 7) Even with data roaming off some applications can bypass this setting with or without prompts via 'push notifications'.

What FairTel Customers Shouldn't Do

- Turn on International/Global Roaming if you do not fully understand this policy
- Turn on International/Global Roaming without agreeing to the 7 points above
- Turn on International/Global Roaming without turning off data (GPRS & 3G Services)

I, the undersigned, understand, accept and agree to the above conditions in consideration for my use of mobile phone plan's Global Roaming product.

I, the undersigned, understand, accept and agree that I am solely responsible for payment of any charges generated by my mobile phone service whilst overseas.

Customer Name: _____

Customer Signature: _____ Date: _____