

# Take Your Mobile Overseas

## Optus AutoRoam

Imagine the peace of mind that comes from being able to use your mobile phone while travelling overseas. With Optus AutoRoam you can use your Optus Mobile Digital with 245 AutoRoam overseas networks in 116 destinations worldwide. Whilst these destinations are the most popular for travelling, we are constantly adding more so that you can take your mobile with you when you travel further afield.\* And there's no hassle. Because when you travel out of Australia, your mobile number remains the same, so you can be easily contacted.

## Before You Travel

Here are a few simple steps you should take to ensure you get the most from Optus AutoRoam:

**Step 1:** Check that the country and city you are going to currently has Optus AutoRoam coverage.

**Step 2:** Arrange for the AutoRoam service to be activated. You will need to contact Telephone HelpDesk on 8302 5040 before travelling to check if you have International Roam facilities.

**Step 3:** Make sure you can make international calls from your phone.

## When You Arrive

Turn on your mobile phone. After around 30 seconds most phones will automatically select one of our AutoRoam partner carriers. Once connected, the name of the network will appear on your handset. Your phone is then ready to use.

**Note:** If a network isn't automatically selected, you will need to select one manually. Use your menu to set your mobile phone to "Manual Network Select". The choice of networks available will appear. Scroll through to select the one you want.

## Making Calls

### Local Calls

To make a local call within the country you are visiting, dial the local number.

### National Calls

To make a national call within the country you are visiting dial the area code then the number.

### International Calls

To make an International call dial + or the international access code, then the country code, area code and number. By pressing + your phone should automatically dial the international access code for the country you are in. Please note, you do not dial the first digit of the area code.

## Receiving Calls

### Calls from Australia

Callers from Australia simply dial your mobile number - just as they would if you were in Australia.

### Calls from Overseas

Callers from overseas still need to call you as if you were in Australia - even if you are in the same country as they are.

## VoiceMail

This personalised answering service can travel with you. By setting an unconditional diversion, (**before leaving Australia**) you will only need to make one call to retrieve your messages - reducing the cost of incoming calls.

[Instructions on diverting your phone.](#)

To access your VoiceMail dial + (or international exit code) then 61411000321, then your full mobile number. Press #, then enter your passcode, followed by #.

Retrieving VoiceMail messages from your mobile while overseas is similar to if you were retrieving your messages from a landline phone in Australia:

Dial + (or international exit code) then 61411000321, then your full mobile number. Press #, then enter your passcode, followed by #.

## SMS Text Messaging

If the country and city you are going to has Optus AutoRoam and offers SMS, you can continue to send and receive short text messages to any Mobile Digital Customers as you would in Australia.

**Please Note:** SMS messages sent while Roaming are included in the buffet component of the customer's rate plan.

### International SMS

You can now also send and receive SMS text messages to compatible digital mobiles right across Australia and to friends and family overseas. For details of which carriers support this service, please refer to the [International SMS Database](#).

## Fax & Data

If you wish to use this service while you are overseas, you'll need to check that the country and city you are visiting supports Fax & Data services.

## Call Charges

When using your mobile phone overseas, you will be charged for making and receiving calls. These call charges are billed back to your Optus account in Australian dollars.

### Making Calls

When you make a call you will be charged the AutoRoam rate of the country you are in. This rate is set by the AutoRoam overseas network and includes any applicable surcharge.

### Incoming Calls

When someone calls you from Australia, they will be charged the normal cost of a call to a mobile phone in Australia, as per their long distance or mobile carrier rates.

In addition to this, when you receive a call from Australia, you will be charged at Optus 'yes' International rates (excluding GST). Plus in some countries, the AutoRoam partner carrier may also charge for incoming calls.

'yes' International calls received while Roaming are not included in the buffet component of the customer's rate plan, as they are using the service outside of Australia. The calls do not incur GST charges.

To reduce incoming call costs you may want to set an unconditional diversion to VoiceMail so that you only need to make one call to retrieve your messages. See the VoiceMail section for more details.

### Fax & Data Services

When you use a Fax or Data Service you will be charged the AutoRoam rate. This rate is set by the AutoRoam overseas network and includes any applicable surcharge.

## Terms & Conditions

\* AutoRoam is not automatically connected with a Optus Digital Mobile service. Customers need to arrange connection before they go overseas. AutoRoam rates are subject to change without notice, due to International currency exchange rates and charges by the overseas network. AutoRoam activation is subject to acceptance by Optus and can be terminated without notice. Optus makes no warranty regarding the quality and availability of coverage or any services (eg. SMS). Available to Optus Mobile Digital customers and participating Service Providers. It may take several months for roaming charges to appear on your bill.