



GLOBAL ROAMING FACT SHEET

IMPORTANT INFORMATION IF YOU ARE TAKING YOUR PHONE OVERSEAS

GLOBAL ROAMING CHARGES

Global Roaming charges are calculated at the network rate of the country you're visiting, including taxes and administration fees. The cost is then converted into Australian dollars – please note that the cost is dependent on the fluctuating dollar rates. Your incoming calls and SMS messages, regardless of their origin, are transmitted to your mobile phone via the Vodafone Australia network. These incoming calls and SMS messages will be charged to you. Vodafone cannot guarantee the quality of service offered by foreign carriers. Prices on tariffs do fluctuate in relation to the stock exchange and rate changes. Please be aware that ALL rates quoted for calls and services are only to be used as an estimate and are not exact figures. You will be charged for all incoming and outgoing services whilst roaming.

WAYS TO REDUCE THE COST (Alternatives listed below)

Cancel all diversions from your phone. You can contact us to do this for you, or before you go, press # #002# send. You only pay for incoming calls while your phone is available.

CALLforward: You can forward ALL your SMSPup Mobile calls to another number in Australia. The incoming call never leaves Australia, but charges for the call diversions do apply.

CALLback +: Divert ALL your calls to your voicemail service so your account does not incur international call costs for incoming calls. If you only choose to divert conditionally, for example when you're 'unavailable', 'engaged', or 'not answering' your phone, you will incur international charges. To retrieve your voicemail messages whilst roaming, you need to dial +61 414 121 121 and you need to have your voicemail security code to be able to listen to your messages. Please note that you need to setup your mailbox before you go overseas as you may experience problems. If you have not done this, you will need to contact SMSPup Mobile to ensure it has been setup. You are charged for retrieval of the message. Alternatively you can have an Extended Absence Greeting, this allows you to choose either the option for callers to leave messages (You need to dial +61 414 121 121 and are charged to retrieve these messages) or for callers to not be able to leave messages.

Note: Using CALLback+ whilst Roaming. If your mobile phone is activated to Alert & Deliver (the voicemail service that calls you when you have messages), you will need to change this to the CALLback service that uses the SMS notification. You can do this by dialling 1218 from your mobile phone before leaving Australia. The country you are visiting will need to support SMS for you to receive text messages. If

it does not you will have to call in to check for your messages regularly – see details above on how to do this.

CALLscreen: Divert ALL your calls to SMS Pup Mobile's text messaging service. Again, you will only receive the text message if the country you are visiting supports receiving SMS. Charges for CALLscreen do apply.

SMS: There is no way to avoid an incoming SMS charge (if applicable) from the country you are visiting other than to switch your phone off and leave it at home in Australia. Note that SMS must also be sent in international format.

MAKING AND RECEIVING CALLS

On arrival overseas, switch on your mobile phone to log onto the local network. This will take a little longer than usual as the overseas network verifies your SIM card. Once logged on you are ready to make and receive calls. You may need to manually log on or switch to the preferred network whilst you are roaming. You do this through the menu of your phone.

Details on how to do this can be found in your phone manual. When doing this the phone will search for available networks. A list of networks will appear and all you have to do is select the network that appears in the list shown. Please note if you have been quoted a cheaper rate for a certain network in a particular country, it is your responsibility to manually select this network. Please also note that unfortunately we cannot control the coverage in any of these regions and therefore cannot guarantee which network you will need to use.

You may not be able to use a cheaper network, if there is no coverage in that region. When out of coverage of your chosen network it is possible for the phone to default to another network that does have coverage, thus it could be dearer.

If you cannot access the local network, email us at support@smspupmobile.com.au for assistance. You will need to know and provide your Enquiry Password for your account.

The International Emergency number from your mobile phone is 112.

When making international calls, do not dial the first '0' of the area code or mobile phone number. When you press '+' your mobile phone will automatically use the correct International Access Code - your mobile phone manual will show you which key to press for '+'.

When making local (domestic) calls dial the first '0' of the area code or mobile phone number.

WHAT TO DO IF YOUR MOBILE PHONE IS STOLEN

Call support immediately on [+] 61 2 8922 2550 - (International call charges apply). Alternatively you can email us at support@smspupmobile.com.au for assistance. You will need to know and provide your Enquiry Password for your account.

A call barring restriction will be activated on your SIM card at this time. You will need your Enquiry Password to verify your identity.

Remember to advise Customer Support that you are roaming so that all necessary bars are activated.

IF YOU ACCIDENTALLY BLOCK YOUR SIM CARD

This can happen if you enter your PIN incorrectly more than three times. Your phone will then ask you for your PUK code or Unblock Key. Call SMSPup Mobile Support immediately on [+] 61 2 8922 2550 - (International call charges apply). Alternatively you can email us at support@smspupmobile.com.au. You will be given your PUK (Personal Unblocking Key). You will need your Enquiry Password to verify your identity.

WHAT TO DO WHEN YOU RETURN TO AUSTRALIA

When you return to Australia it is important to turn your mobile phone on and logon to the Australian Vodafone network as soon as possible. If you forget to do this, you could continue to incur international call charges for incoming calls. Your callers may also hear the recorded network announcements from the last country you visited.

Your Global Roaming bar will be automatically re-activated 7 days after your advised return date (unless otherwise advised).

BEFORE LEAVING AUSTRALIA MAKE A NOTE OF YOUR:

- CALLback voicemail box no. and security code
- Enquiry Password
- Reward Mobile's International Contact Number
- Reward Mobile's email address
- Foreign network's Customer Service number

Please also note if you are travelling to countries that require tri-band or 3G phones, please contact Customer Support on 1300 123 787, as we need to confirm that your handset is compatible. If you are travelling to a country that has special handset requirements, you can find the required information by visiting www.vodarent.com.au

Don't forget your battery charger and an international adaptor.

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