How to Use International Roaming and Minimise Charges

Is International Roaming active on my Curtin mobile number?

Call CITS Service Desk on X9000 to confirm or activate International Roaming on your number. This should be done when you book your flights to avoid delay. Once activated roaming is available for every trip unless you request deactivation.

What is International Roaming?

Roaming gives you the freedom to use your Optus mobile in more than 170 countries. Importantly, your mobile number doesn’t change, which means your contacts can call you without having to remember another number. Depending on your overseas carrier, you may still be able to screen your incoming calls and divert those you don’t want to answer to voicemail.

Additional charges apply for all calls made and received while roaming including voicemail deposit, retrieval and data downloads.

International Voice call charges range from $1.40 to $6.60 per minute (plus flag fall) depending on the country you are visiting. For a complete list of countries and international roaming charges visit [optus.com.au roaming](http://optus.com.au).

To avoid accidental use and unnecessary roaming charges, remember to lock your mobile’s keypad after use.

How to minimise the cost of International Roaming with Data.

Browsing, downloading or emailing on your mobile outside Australia will incur data roaming charges. These charges are not included in the Fleet Data Corporate Plan. Use of iPhone applications (such as weather applications, etc.) may also incur international data roaming charges when used overseas.

Note: Although your Curtin Corporate plan charges only half a cent per MB of data when used within Australia, this very low charge does not apply when using your phone overseas. Overseas data roaming charges are up to $20.48 per MB. For example: To send or receive an email uses around 7 KB, this can cost around $0.20. A Facebook page is around 30 KB, this can cost around $0.60. One minute of streaming video uses around 1MB, this can cost around $20.00. These figures are based on an average mobile internet page and will depend on the handset type.

CITS recommends staff take great care while travelling overseas with a device (eg iPad, iPhone, smartphone, laptop with 3G device, etc) that can connect to mobile data networks, to ensure no personal financial burden arises. A key competency in such situations is knowing how to turn that device’s mobile data services and mobile roaming on and off. Inadvertent use of mobile data through use of apps, web browsing, and email can easily incur thousands of dollars of real costs in a few hours. Those costs will be invoiced to Curtin and the user of the phone may have to justify to their manager why they should not be personally liable for paying those costs.

All your overseas charges are billed back to your account in Australian dollars.

If your phone has WiFi capability you can avoid data roaming charges by visiting a WiFi hotspot and then turning on WiFi on your handset. Emails can then be downloaded and you can browse the web without incurring data charges on your phone. If you are unsure about how to use WiFi on your phone please contact CITS Service Desk on X9000.
Check your device settings

Some smart phone handsets including iPhones have features called push or pull/Fetch email. Push Email is when an email is sent to the handset automatically. Some services are also set up with Pull/Fetch email in which the device will check via WiFi or the Optus network if any emails are waiting to be received based on a set time frame i.e. once every 15 mins. Both push and pull/Fetch email will incur data roaming charges.

These are the iPhone settings which we recommend to minimise unexpected financial costs from using your iPhone overseas (see next page for detailed & iOS-specific information):

Data Roaming: OFF
Cellular Data: OFF
Enable 4G/3G: OFF
Email: Push: OFF
Email: Fetch: Manual

If you require assistance setting up your device contact CITS Service Desk on X9000.

Tips

Note that all roaming charges are additional to your Curtin Corporate Plan and that there are extra charges applied for both making and receiving calls when you use your mobile overseas.

Ensure you’re connected to a preferred network overseas to enjoy discounted rates (for example, the Bridge Alliance).

The network that appears on your phone may not always be a preferred network and you can change this manually on your handset by following a few steps.

Typical for most handsets:

Step 1  Go to ‘Main Menu’
Step 2  Select ‘Settings’
Step 3  Select ‘Network’ or ‘Connectivity’
Step 4  Select ‘Operator selection’ or ‘Search mode’
Step 5  Select ‘Manual’, and your phone will search for mobile networks available in your location.
Step 6  Depending on your travel destination, you can select the preferred network.

Accessing Voice Mail from overseas

Should you wish to access Voicemail while overseas, dial the full number of +61411000321 and enter your PIN. The default pin for Voicemail is the last 4 digits of your mobile number unless it has been changed. If you cannot recall the pin we can reset voicemail and new PIN will be sent by SMS.

Optus Contacts Numbers

For Technical assistance while overseas, please call Mobile Technical support which operates 24 x 7 on +61280822642.

For general enquiries while overseas call Optus Customer Care on +61 2 8082 5678 (50¢ per call). Open 8am - 7pm
### iOS7 (using 7.1.2 specifically)

<table>
<thead>
<tr>
<th>Menu Screen</th>
<th>Australia (normal)</th>
<th>Overseas (minimise costs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Settings &gt; Mobile (or Cellular)</td>
<td><strong>Data Roaming:</strong> ON (Slider right – dark) <strong>Cellular Data:</strong> ON (Slider right – dark) <strong>Enable 4G/3G:</strong> ON (Slider right – dark)</td>
<td><strong>Push:</strong> OFF (Slider left – light) <strong>Fetch:</strong> OFF (Slider left – light) <strong>Select Schedule:</strong> OFF (Slider left – light)</td>
</tr>
<tr>
<td>Settings &gt; Mail, Contacts, Calendars &gt; Fetch New Data</td>
<td><strong>Push:</strong> ON (Slider right – dark) <strong>Fetch:</strong> 15/30/Hourly/Manually <strong>Select mailbox</strong></td>
<td><strong>Select Schedule:</strong> Push/Fetch/Manual <strong>Push/Fetch/Manual</strong></td>
</tr>
</tbody>
</table>

### iOS6 (using 6.1.6 specifically)

<table>
<thead>
<tr>
<th>Menu Screen</th>
<th>Australia (normal)</th>
<th>Overseas (minimise costs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Settings &gt; General &gt; Mobile Data</td>
<td><strong>Data Roaming:</strong> ON (Slider right) <strong>Mobile Data:</strong> ON (Slider right) <strong>Enable 3G:</strong> ON (Slider right)</td>
<td><strong>Push:</strong> OFF (Slider left) <strong>Fetch:</strong> OFF (Slider left) <strong>Select Schedule:</strong> OFF (Slider left)</td>
</tr>
<tr>
<td>Settings &gt; Mail, Contacts, Calendars &gt; Fetch New Data</td>
<td><strong>Push:</strong> ON (Slider right) <strong>Fetch:</strong> 15/30/Hourly/Manually <strong>Select mailbox</strong></td>
<td><strong>Select Schedule:</strong> Push/Fetch/Manual Manual</td>
</tr>
</tbody>
</table>

### iOS5 (using 5.1.1 specifically)

<table>
<thead>
<tr>
<th>Menu Screen</th>
<th>Australia (normal)</th>
<th>Overseas (minimise costs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Settings &gt; General &gt; Network</td>
<td><strong>Data Roaming:</strong> ON (Slider right) <strong>Mobile Data:</strong> ON (Slider right) <strong>Enable 3G:</strong> ON (Slider right)</td>
<td><strong>Push:</strong> OFF (Slider left) <strong>Fetch:</strong> OFF (Slider left) <strong>Select Schedule:</strong> OFF (Slider left)</td>
</tr>
<tr>
<td>Settings &gt; Mail, Contacts, Calendars &gt; Fetch New Data</td>
<td><strong>Push:</strong> ON (Slider right) <strong>Fetch:</strong> 15/30/Hourly/Manually <strong>Select mailbox</strong></td>
<td><strong>Select Schedule:</strong> Push/Fetch/Manual Manual</td>
</tr>
</tbody>
</table>

### iOS4 (using 4.2.1 specifically)

<table>
<thead>
<tr>
<th>Menu Screen</th>
<th>Australia (normal)</th>
<th>Overseas (minimise costs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Settings &gt; General &gt; Network</td>
<td><strong>Data Roaming:</strong> ON (Slider right) <strong>Cellular Data:</strong> ON (Slider right) <strong>Enable 3G:</strong> ON (Slider right)</td>
<td><strong>Push:</strong> OFF (Slider left) <strong>Fetch:</strong> OFF (Slider left) <strong>Select Schedule:</strong> OFF (Slider left)</td>
</tr>
<tr>
<td>Settings &gt; Mail, Contacts, Calendars &gt; Fetch New Data</td>
<td><strong>Push:</strong> ON (Slider right) <strong>Fetch:</strong> 15/30/Hourly/Manually <strong>Select mailbox</strong></td>
<td><strong>Select Schedule:</strong> Push/Fetch/Manual Manual</td>
</tr>
</tbody>
</table>