

Roaming with your Unifone Mobile

Within this document you will find information on roaming with your Unifone mobile when travelling internationally.

Please read this very carefully as charges vary depending on the countries you visit. In some cases, charging will commence as soon as you push the send button.

Roaming packs and how to buy

Before you travel, contact the Unifone support team to purchase roaming packs. You will be required to select your pack(s), for each mobile that is travelling.

Important: You'll need to select as many as you need – if you are away for a week – select a single pack, if you are away for 3 weeks, you'll need 3 packs (i.e., 21 days).

When you get off the plane, turn on your phone, and you are connected. You'll receive a text similar to this:

From Digital Island: Welcome to AUSTRALIA. NZ rates do not apply.

If you have not already purchased a roaming pack or activated auto-roaming, casual data is available for \$10+GST per day for up to 200MB (valid until midnight NZ time), with overage rates of \$0.50+GST/MB

For info on rates and conditions visit <http://www.digitalisland.co.nz/roaming> or call us on +64 9 6311360 for support.

For NZ Govt Travel advisories incl COVID-19 info <https://safetravel.govt.nz> (data charges apply)

Mobile roaming rates - Digital Island

Digital Island's customers enjoy flat mobile data rates and great roaming rates.

Roaming pack options

Countries included in bundle: USA, UK, Australia, China, Fiji, American Samoa, Argentina, Austria, Belgium, Brazil, Canada, France, Germany, Greece, Hong Kong, India, Indonesia, Ireland, Italy, Japan, Macau, Malaysia, Nauru, Netherlands, Papua New Guinea, Philippines, Portugal, Puerto Rico, Qatar, Rarotonga, Samoa, Saudi Arabia, Singapore, South Africa, South Korea, Spain, Switzerland, Taiwan, Thailand, Tonga, UAE, US Virgin Islands, Vanuatu, Venezuela, Vietnam. **Note: countries not mentioned are not included in bundle.**

Packs	Plan	Price (incl. GST)
Pack 1 – Value Bundle	2 GB Data 300 texts 300 inbound minutes 300 outbound minutes	\$30.48
Pack 2 – Data Only	2GB Data Only	\$25.30

All prices are shown in NZD and inclusive of GST. Pricing is subject to change without notice. Roaming Packs are activated after first roaming use in the destination they are valid for and will expire fourteen days from the next New Zealand midnight, or after consumption of the roaming pack inclusions. It is recommended Roaming Packs are purchased in advance of your trip overseas (the 14-day validity doesn't start until you first start roaming). Per day data roaming refers to per day or per 200MB (whichever comes first), and up to 14 blocks of 200MB are available in a day. Overage charges after exceeding 14 blocks in one day are: \$0.57/MB in Australia. \$1.15/MB in all other qualifying countries. Per day data roaming applies from 12:00AM to 12:00PM NZ local time.

Standard Roaming Rates

Countries	Outbound Calls (per minute)	Inbound Calls (per minute)	Outbound texts (per text)	Data use (per MB or Per Day)
Australia and Christmas Island	68c	\$1.38	\$1.09	\$11.50 per day for 200 MB*
UK, USA, China, Fiji, American Samoa, Austria, Argentina, Belgium, Brazil, Canada, France, Germany, Hong Kong, Greece, India, Indonesia, Ireland, Italy, Japan, Macau, Malaysia, Nauru, Papua New Guinea, Philippines, Portugal, Puerto Rico, Qatar, Rarotonga, Samoa, Saudi Arabia, Singapore, South Africa, South Korea, Spain, Switzerland, Taiwan, Thailand, Tonga, UAE, US Virgin Islands, Vanuatu, Venezuela, Vietnam	\$3.32	\$1.38	\$1.09	\$11.50 per day for 200 MB*
Denmark, Finland, Iceland, Luxembourg, New Caledonia, Norway, San Marino, Sweden, Vatican City + in-flight and at-sea roaming.	\$4.59	\$1.38	\$1.09	\$3.45 per MB
All countries not listed above	\$5.74	\$1.38	\$1.09	\$5.75 per MB

All prices are shown in NZD and inclusive of GST. Pricing is subject to change without notice. Roaming Packs are activated after first roaming use in the destination they are valid for and will expire seven days from the next New Zealand midnight, or after consumption of the roaming pack inclusions. It is recommended Roaming Packs are purchased in advance of your trip overseas (the 7-day validity doesn't start until you first start roaming). Per day data roaming refers to per day or per 200MB (whichever comes first), and up to 14 blocks of 200MB are available in a day. Overage charges after exceeding 14 blocks in one day are: \$0.57/MB in Australia. \$1.15/MB in all other qualifying countries. Per day data roaming applies from 12:00AM to 12:00PM NZ local time.

Roaming tips

Before you leave New Zealand, make sure you have your voicemail pin ready to go.

To check your voicemail while roaming you'll need your voicemail PIN number. To check or change your PIN number:

1. Access your voicemail from within NZ as usual.
2. Select option 3 'Change your personal options'.
3. Select option 2 'Change your PIN'.
4. Follow the options stated to change your PIN

Roaming with an iPad or tablet?

These devices cannot receive SMS alerts from us, so if you'd like to check your data usage contact us on +64 3 974 8233 during our NZ business hours of 8am-5pm, Monday- Friday.

Clearing your voice mail

Call +64 83083210 to check your mobile's voicemail.

First steps for roaming for Android/iPhone/iPad/Nokia users

When you arrive with your Android, iPhone, iPad, or Nokia Windows mobile, put your device on 'Manual' for freedom to select a network:

Android

Select Apps > Select Telco Services/TelecomNZ/SIM Toolkit > Select Roaming Menu > Select Manual > Select Sponsor (local network) or TNZ > Select Accept (Depending on version of SIM card and OS the name of the second step will vary)

iPhone

Select Settings > Select Phone > Select SIM Application > Select Roaming Menu > Select Manual > Select Sponsor (local network) or TNZ > Select Accept

iPad

Select Settings > Select Mobile Data > Select SIM Application > Select Roaming Menu > Select Manual > Select Sponsor (local network) or TNZ > Select Accept

Nokia with Windows Mobile

Select: Settings > SIM Application > Show Applications > Roaming Menu > Manual > Sponsor (Local networks) or TNZ.

Problems while overseas

For general problems, you can contact Unifone on +64 3 974 8233 during our NZ business hours of 8am-5pm, Monday- Friday.

Because you'll be roaming on different networks, we can't guarantee the quality and availability of the network or coverage while you're overseas.

If you return to New Zealand and cannot get service, you will need to use the SIM applications menu and select TNZ.

If your device is lost or stolen while you're overseas

Contact Unifone straight away to block your SIM (you may be prompted to leave a voice message). If you do not do this immediately, you will be responsible for all calls made or data used on the device until it's blocked.

Also, if you have stored any passwords or other important information on your device you should immediately take action to change these.