

# International Roaming

This Critical Information Summary contains some important information for your subscription plan. It's a good idea to read it. Special promotional offers relating to your subscription plan (if any) are not shown in this Critical Information Summary.

Add-on Inclusions	International Roaming is a one-off add-on for international roaming inclusions
Charge	\$20
Included data in selected countries	4GB
Standard international minutes roaming in selected countries	100
Standard international SMS roaming in selected countries	100
Expiry	365 days. Unused allowances are forfeited on expiry.
Selected countries	See <a href="http://www.felixmobile.com.au/plan/international-roaming">www.felixmobile.com.au/plan/international-roaming</a> for a list of the current countries. Countries are subject to change.
Early exit fees	This product is a one-off purchase, there are no early exit fees

## Information about the service

### Devices

To use this service, you'll need to bring your own compatible and [approved mobile device](#).

### Bundling

In order to purchase International Roaming you must have an eligible felix mobile subscription plan. You can sign up for a felix mobile subscription plan through the felix mobile app. You can download the felix mobile app here [felixmobile.com.au/app](http://felixmobile.com.au/app).

### How do I add International Roaming?

You can add International Roaming in the felix mobile app once you've already joined felix and have an active mobile subscription plan.

### How do I pay?

You'll need to pay any charges in advance in the felix mobile app via a payment with a Mastercard or Visa credit/debit card or a PayPal account.

### Can I use or buy International Roaming if I've paused my felix mobile subscription plan?

Yes! You can still buy or use your International Roaming inclusions while you're overseas if you've paused your felix mobile subscription plan. This gives you the flexibility to not pay for your felix mobile subscription plan if you're not using it.

### How do I know how much data, calls, and text I've used?

You can keep track of your International Roaming data, calls, and text usage once you've purchased the inclusions, by signing into your account in the felix mobile app.

**Where can I use my service?**

Provided you've got a 4G compatible device, you can use International Roaming in any of the [selected countries](#). Please keep in mind that while roaming in the overseas country, you can only call or text a number which is local to the country you are roaming in, or standard Australian numbers (no premium services).

Countries are subject to change. You cannot use International Roaming outside of the selected countries. All roaming services are subject to network availability.

**I've run out of International Roaming data, calls or text, how do I get more?**

This product does not renew automatically, so if you run out of any International Roaming inclusions, you can add more at any time for \$20 in the felix mobile app. Any data, call, and text unused from your previous inclusions will roll over to your new pack, under your new expiry period, unless they expire after the 365-day expiry.

**When will I be billed?**

You'll be charged \$20 upfront each time you buy International Roaming in the felix mobile app.

**What should I do if I need help?**

If you've got questions, visit [help.felixmobile.com.au](http://help.felixmobile.com.au). Otherwise, live chat with us by logging into your account on the felix mobile app or through our website at [felixmobile.com.au](http://felixmobile.com.au).

**What should I do if I have a complaint?**

Visit [help.felixmobile.com.au](http://help.felixmobile.com.au) to find details about who to contact if you have a complaint. If we can't resolve your complaint, you can contact the Telecommunications Industry Ombudsman on 1800 062 058. For full contact information for the TIO, visit [tio.com.au/about-us/contact-us](http://tio.com.au/about-us/contact-us).

This is a summary only. To view the full terms and conditions, head to [felixmobile.com.au/terms-policies](http://felixmobile.com.au/terms-policies).