

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.

What is the service?	International Roaming is a one-off add-on for international roaming inclusions
Charge	\$20
Included data in selected countries	4GB at speeds of up to 20Mbps
Standard international minutes roaming in selected countries	100
Standard international SMS roaming in selected countries	100
Expiry	365 days. Unused allowances forfeited on expiry.
Selected countries	See www.felixmobile.com.au/plan/international-roaming 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 an International Roaming product you must have an eligible \$35/month felix Subscription. You can sign up for a felix Subscription through the felix Mobile App. You can download the felix Mobile App at felixmobile.com.au/app.

How do I add International Roaming to my felix Subscription?

You can add International Roaming in the felix Mobile App once you've already joined felix and have an active Subscription.

How do I pay?

You'll need to pay the Charge in the felix Mobile App with Visa or Mastercard credit or debit cards.

Can I use or buy International Roaming if I've paused my felix Subscription?

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

What does data at speeds of up to 20Mbps mean for me?

At 20Mbps you can stream HD video and music, scroll and share to your socials, and use cloud storage. Very large files may be slow to load. For more information on what you can and can't do at speeds of up to 20Mbps check out felixmobile.com.au/plan/data-speed.

Your data is restricted to speeds of up to 20Mbps. The actual speeds you reach will continually vary depending on many factors such as device capabilities, location, network congestion, network coverage, and because you are roaming.

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 not be lost, 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.

Fair Use Policy

You must use your service in a fair, legal way that follows our Fair Use Policy. For the full policy see felixmobile.com.au/terms-policies.

What should I do if I need help?

If you've got questions, visit 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.

What should I do if I have a complaint?

Visit 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.

This is a summary only. To view the full terms and conditions, head to felixmobile.com.au/terms-policies.