International Roaming

Overview

- To activate international roaming while abroad, send an SMS 'ROAM3', 'ROAM5', or 'ROAM10' to 179 to add one pack to your account.

- International roaming is available in 68 countries. Please check the list of supported international roaming countries below.

Activating International Roaming Pack

Upon arrival in an eligible country, you will promptly receive an SMS:

"Welcome to [Country Name]. To use your mobile service [Your Mobile Number] overseas, simply choose a roaming pack and send a "Pack Code" via SMS to 179."

For example, text **"ROAM5"** to **179** to activate that pack.

Usage Reminders and Pack Re-activation

- You'll receive a low balance reminder when your pack has 10MB data, 5 minutes, or 5 SMS remaining.
- You can now add a new pack at any time by sending a SMS with pack code to 179, even after using 95% of your data.

International Roaming Packs

Pack Code	Packs	Data Included	Call Included	SMS Included	Pack Duration	Price
ROAM3	3GB BizTravel Pack	3GB	300 Minutes	300 SMS	3 Days	**$71.50**
ROAM5	5GB Travel Pack	5GB	30 Minutes	30SMS	7 Days	**$38.50**
ROAM10	10GB Travel Pack	10GB	60 Minutes	60 SMS	14 Days	**$66.00**

Pack Duration: The "Pack Duration" refers to the period the roaming pack remains active, counting from the time of activation until the specified expiration time (11:59 PM AEST on the expiry date).
If your data allowance is running out, you have the flexibility to purchase a new pack at any time. Please note that if you have multiple packs active at the same time, the pack with the earliest expiry date will be used first.
Exception: If you add the same travel pack, your allowances will reset.

Track Your Usage

You will be sent SMS alerts when you reach 50%, 85% and 100% of your inclusion. These SMS alerts are only a guide and may be behind real-time usage. You can get details about your call and data usage by logging in to Occom's customer portal or by sending 'bal' to 179.

List of Supported International Roaming Countries

Below is the list of countries where Occom supports international roaming packs.

If you are visiting a country that is not listed below, then your service will not work and we recommend you to purchase a travel SIM or a local SIM in the country you are travelling to.

Austria	Ireland	Samoa
Belgium	Israel	Saudi Arabia
Brazil	Italy	Singapore
Bulgaria	Japan	Slovak Republic
Cambodia	Kenya	Slovenia
Canada	Latvia	South Africa
Chile	Lithuania	South Korea
China	Luxembourg	Spain
Colombia	Macao	Sri Lanka
Croatia	Macedonia (Former Yugoslav Rep)	Sweden
Czech Republic	Malaysia	Switzerland
Denmark	Mexico	Taiwan
Egypt (Arab Republic)	Netherlands	Thailand
Estonia	New Zealand	Tonga
Fiji	Nigeria	Turkey
Finland	Norway	UAE
France	Papua New Guinea	UK
Germany	Philippines	UK Channel Island (Guernsey)
Greece	Poland	USA
Hong Kong	Portugal	Vanuatu
Hungary	Qatar	Vietnam
India	Romania	Isle of Man
Indonesia	Russia	