

Telsim Daily Roaming Terms & Conditions

1. Agreement

These terms and conditions form part of your agreement with Telsim and should be read with the general terms and any applicable plan-specific terms.

If you are a Telsim customer using the Daily Roaming service, the terms as published on our website and updated from time to time will apply to Telsim plan when used overseas in a supported roaming destination.

2. User acknowledgement

By using the roaming service, you are deemed to have accepted these terms and conditions. Telsim may update or change these terms from time to time in accordance with Terms and Conditions.

2.1 Service Availability Outside New Zealand

Unless you have auto daily roaming enabled in the Telsim app, you won't be charged for the roaming add-on without first opting either by responding to an SMS prompt or by activating it manually in the app. You will receive a prompt every 24 hours asking if you want to enable the roaming add-on, unless you remove your Telsim eSIM or deactivate roaming.

You acknowledge that service outside New Zealand is provided by third-party carriers and is subject to their terms and conditions. You also agree that activating roaming may experience delays due to factors such as network availability, congestion and your location.

Telsim strives to provide a smooth roaming experience by connecting you to overseas networks, but we cannot guarantee the quality or coverage provided by any foreign network.

3. Daily Roaming Access on Monthly Plans

These terms and conditions apply to Daily Roaming, call, text rates and data roaming for all Telsim month-to-month plans. Daily Roaming is available on all Telsim plans in selected destinations, referred to as 'Daily Roaming Destinations'.

Using Daily Roaming with Telsim

Daily Roaming is available to customers on Telsim's month-to-month plans.

4. Daily roaming

With Daily Roaming, you can use your plan's minutes, texts and data while travelling in supported destinations for a daily fee.

Your plan minutes and texts can be used to call or message local numbers in the destination country, as well as local numbers in New Zealand and Australia. Calls and texts to any other destinations will be treated as international and charged according to your standard plan rates, excluding any special international rates.

The daily roaming fee applies on each day you use your device in a supported destination. The fee is triggered when you do any of the following:

- Make or receive a call (including calls to voicemail)
- Send a text message
- Use data, including email and app data on your device. Most devices have data roaming turned off by default. You can disable or enable data roaming anytime through your device's settings. The steps to enable or disable data roaming may vary depending on your handset brand and the software version it's running. This means even devices of the same model might have slight differences in the process. We recommend checking your device manufacturer's website or user manual for the exact instructions specific to your handset.

The Daily Roaming charge applies only on the days you use your device in supported Daily Roaming Destinations. A "day" starts when you first use Daily Roaming and lasts for 24 hours, confirmed by a text notification. If you travel between multiple Daily Roaming Destinations within the same day, you will be charged just once for that day.

The Daily Roaming fee applies per device on an eligible plan. For example, if you use both your phone and tablet abroad, each device will incur the daily charge.

Pricing details are available on our website and may change without notice, so please check before you travel. Daily Roaming fees are added on top of your monthly plan charges and will appear on your next bill. GST is included.

There may be a delay in charging due to delays from external carriers reporting roaming activity, which can also affect when usage appears in your app.

Daily Roaming is available only to customers residing in New Zealand and can be used in supported destinations. Roaming outside these destinations is not supported, and your plan won't work in non-Daily Roaming locations.

Telsim may direct roaming traffic to specific network operators based on commercial agreements, and data roaming availability may change without notice.

5. Roaming Costs and Billing

Your eligible plan's minutes and texts can be used to call or message local numbers within the Daily Roaming Destination, as well as local numbers in New Zealand and Australia (if your plan includes Australia calling and texting, check your allowances in MyAccount).

Calls and texts to other destinations will be treated as international and charged at your standard plan rates, the same as if you were calling from New Zealand (special international rates do not apply).

Only one Daily Roaming bundle can be active per zone at any given time.

When checking your Daily Roaming data usage online or via MyAccount, usage will be rounded up to the nearest 1MB.

Daily Roaming does not cover:

- Machine-to-machine and telemetry devices, or any device not operated by a person; separate data roaming rates apply to these.
- In-flight and maritime data usage, which will be billed at casual roaming rates specific to those services.

If Daily Roaming is not applicable and you use data abroad, charges will follow your plan's rates or applicable casual roaming rates, as detailed on our website and communications.

Roaming While In-Flight or at Sea

In-flight roaming is not included in Telsim's Daily Roaming rates but may be available on selected domestic and international flights, depending on the airline.

Maritime roaming is also available on some cruise ships; however, these services are not covered under Daily Roaming and may incur additional charges.

Calling and Text Charges

Unless advised by Telsim, all outgoing calls while roaming are charged at airtime rates determined by the external carrier in the destination country. These rates vary between carriers. International call rates, including calls to voicemail, also apply. Prices are subject to change without notice and are indicative only. If your plan includes monthly minutes, they do not apply to roaming usage. Please note that calls to toll-free numbers (e.g. 1800) and other special numbers may incur charges set by the overseas carrier.

Text messages sent while roaming may incur a surcharge set by the external carrier, which can vary depending on the network. A standard text is limited to 160 characters; if this is exceeded, additional messages will be charged for every 160 characters used.

Incoming calls are billed at the applicable international rate at the time of the call. Some carriers may also charge from the moment you answer. All roaming charges will appear on your monthly bill and you agree to pay them in full when due. Delays may occur in receiving roaming usage data from external carriers, but this does not affect Telsim's right to bill you for these charges.

Promotions

Promotional offers provided to Telsim customers may not apply while you are roaming. If you're unsure, please log in to your Telsim account via the app or website to check your eligibility.

Responsibility

Roaming relies on networks operated by external carriers. As such, Telsim is not responsible for the performance, quality, coverage, or availability of service provided by these carriers. This includes service interruptions, disconnections, or any failure to deliver expected roaming services.