International Roaming Rates & Zones

This document sets out the charges that apply when you use your Mango Mobile service overseas, and the roaming zone for each destination. International Roaming is disabled by default — you must enable it before travelling via the Customer Service Portal at https://mangomobile.com.au/login. All charges include GST.

$10/day Roaming Pack — Mango Mobile 5G plans

On Mango Mobile 5G plans, a Daily Roaming Pack is applied automatically when you first use your service in a **Zone 1 destination** on a calendar day (AEST) — making or receiving a call, sending an SMS or MMS, or using data. Each pack costs **$10 (including GST)** and provides the daily allowances below.

Daily Roaming Pack — Zone 1 destinations only	Included each day
Price per calendar day (AEST)	$10 (incl. GST)
Voice minutes	3,000 minutes
SMS	3,000 messages
Data	5GB

If you fully use any one of the three allowances within the calendar day, a new $10 pack is applied automatically and any remaining allowances on the previous pack are forfeited — so more than one pack fee can apply in a single day. Daily Roaming Packs apply in Zone 1 destinations only and cannot be used in Zone 2 or Zone 3 destinations.

Pay-As-You-Go roaming rates

The Pay-As-You-Go rates below apply per service to all international roaming usage, on all plans and in all zones, with the exception of **Mango Mobile 5G plan usage in Zone 1** (covered by the Daily Roaming Pack and not charged at these rates).

Charge type	Zone 1	Zone 2	Zone 3
Calls made — voice or video, national or international (per minute)	$0.28	$3.34	$6.67
Calls received — voice or video (per minute)	$0.28	$3.34	$6.67
Call connection fee	Free	Free	Free
SMS sent — to Australian or international numbers (per 160 characters)	$0.09	$1.12	$2.50
SMS received	Free	Free	Free
MMS sent *(standard MMS rate plus data usage at the data rate below)*	$0.06/MB	$2.23/MB	$25.84/MB
MMS received (per MB)	$0.06/MB	$2.23/MB	$25.84/MB
Data usage (per MB)	$0.06/MB	$2.23/MB	$25.84/MB

Things you should know

A hard spend cap limits total international roaming charges to a maximum of $300 per month per service; further roaming usage will be blocked once the cap is reached. Automated notifications are sent when you reach 50%, 85% and 100% of your daily roaming pack thresholds, and you can track usage and deactivate roaming at any time via the Customer Service Portal. Due to processing times on overseas third-party networks, usage alerts may be delayed by up to 48 hours and roaming charges may take up to 90 days to appear on your bill. Roaming charges are billed to your payment method on a monthly invoice. All roaming usage is subject to our Fair Use Policy.

Destination zones

The zones below determine which roaming rates apply at your destination. These roaming zones are specific to international roaming and may differ from the zones used for international calls made from Australia.

Zone 1 destinations — *Daily Roaming Pack available on 5G plans; Pay-As-You-Go rates apply for 4G services*

AeroMobile
Afghanistan
Aland Islands
Albania
Anguilla
Antigua and Barbuda
Argentina
Armenia
Aruba
Austria
Azerbaijan
Bahrain
Bangladesh
Barbados
Belarus
Belgium
Bermuda
Bolivia
Bonaire
Bosnia and Herzegovina
Botswana
Brazil
British Virgin Islands
Brunei
Bulgaria
Burkina Faso
Cambodia
Cameroon
Canada
Cayman Islands
Chile
China
Colombia
Cook Islands
Costa Rica
Croatia
Curacao (Netherlands Antilles)
Cyprus
Czech Republic
Denmark
Dominica
Dominican Republic
Ecuador
Egypt
El Salvador
Estonia
Faroe Islands
Fiji
Finland
France
French Guiana (Fr West Indies)
Georgia
Germany
Ghana
Greece
Greenland
Grenada
Guadeloupe (Fr West Indies)
Guam & the Northern Marianas
Guatemala
Guernsey
Haiti
Hong Kong
Hungary
Iceland
India
Indonesia
Iran
Ireland
Isle of Man
Israel
Italy
Jamaica
Japan
Jersey
Jordan
Kazakhstan
Korea South
Kuwait
Kyrgyzstan
Laos
Latvia
Liechtenstein
Lithuania
Luxembourg
Macau
Macedonia
Malaysia
Malta
Martinique (Fr West Indies)
Mexico
Moldova
Montenegro
Montserrat (UK)
Morocco
Myanmar
Nauru
Nepal
Netherlands
New Caledonia
New Zealand
Nicaragua
Nigeria
Norway
Oman
Pakistan
Palestine
Panama
Papua New Guinea
Peru
Philippines
Poland
Portugal
Puerto Rico
Qatar
Romania
Russia
Samoa
San Marino
Saudi Arabia
Serbia
Singapore
Slovakia
Slovenia
Solomon Islands
South Africa
Spain
Sri Lanka
St. Barthélemy (Fr West Indies)
St. Kitts and Nevis
St. Lucia
St. Martin (Fr West Indies)
St. Vincent and the Grenadines
Sweden
Switzerland
Tahiti (French Polynesia)
Taiwan
Tajikistan
Thailand
Timor-Leste
Tonga
Trinidad and Tobago
Turkiye
Turks and Caicos
Uganda
Ukraine
United Arab Emirates
United Kingdom
United States
Uruguay
US Virgin Islands
Vanuatu
Vatican City
Vietnam

Zone 2 destinations — *Pay-As-You-Go rates only, on all plans*

Algeria
Andorra*
Belize
Bhutan
Chad
Congo DRC
Congo ROC*
Cote D'Ivoire (Ivory Coast)*
Ethiopia*
Fed States of Micronesia*
Gambia
Gibraltar
Guinea Bissau
Guyana
Iraq
Kenya
Kiribati
Lebanon
Lesotho*
Liberia
Madagascar
Malawi
Maldives
Mali
Mauritania*
Mauritius
Mayotte*
Monaco
Mongolia
Mozambique
Namibia*
Norfolk Island*
Paraguay
Reunion*
Rwanda
Senegal
Seychelles
Sierra Leone
South Sudan*
Sudan
Syria*
Tanzania
Tunisia
Uzbekistan
Venezuela
Yemen*
Zambia
Zimbabwe

Zone 3 destinations — *Pay-As-You-Go rates only, on all plans*

Satellite & Maritime services (including usage on ships and aircraft).

** Data roaming is not yet available in this specific country.*