Critical Information Summary
Ucingo Mobile Travel Packs

Service to be provided: Optional once-off international roaming data/call/SMS add-on ("Travel Pack") for use on an eligible Ucingo Mobile service while roaming overseas on the Telstra Wholesale Mobile Network

Minimum Charge: $40 (5GB Travel Pack) — the lowest-priced pack available

Maximum Charge: $75 (10GB Travel Pack) — charged once-off, with no monthly recurrence

Term Applicable: Once-off purchase. Each pack is valid for the period shown below and does not renew automatically

This summary does not reflect any discounts, bonus data or promotions, which may apply from time to time. All prices shown are the total, GST-free price — no GST is added.

	5GB Travel Pack	10GB Travel Pack	3GB Travel BizPack
Pack code (SMS to 179)	ROAM5	ROAM10	ROAM3
Price (GST-free)	$40	$75	$70
Data Inclusion	5GB	10GB	3GB
Call Inclusion	30 minutes	60 minutes	300 minutes
SMS Inclusion	30 SMS	60 SMS	300 SMS
Validity	7 days	14 days	3 days

Download speeds and in-pack call/SMS inclusions are the maximum available on each Travel Pack. Actual speeds may vary due to factors such as location, device capability, local network conditions and congestion.

Information about the service

What is the service?

A Travel Pack is an optional, once-off add-on that gives an eligible Ucingo Mobile service extra data, calls and SMS to use while roaming overseas, on the Telstra Wholesale Mobile Network. It is not a standalone plan — it can only be added to an active Ucingo Mobile service.

Service Provider

Ucingo (ABN 93 169 400 775) acts as a reseller and uses part of the 4G and 5G mobile network and capabilities of Telstra Corporation Limited (ABN 33 051 775 556) to provide our mobile services. Despite this, Ucingo is responsible for providing the service to you and is not affiliated with or related to the principal carrier.

Where is it available?

Travel Packs can be used in the 68 destinations listed below. Predicted coverage within each destination depends on that country's own mobile networks and is not guaranteed.

What do I need to access the service?

You need an active, eligible Ucingo Mobile service with international roaming turned on. Roaming is disabled by default and must be turned on by contacting Ucingo before you travel.

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What is included?

Each Travel Pack includes a set amount of data, calls and SMS for use in the destinations listed below, plus Wi-Fi Calling & SMS back to Australia over Wi-Fi — see the pack table above for inclusions. Wi-Fi Calling & SMS usage is deducted from your normal Australian domestic allowances, not from the Travel Pack.

Activating a Travel Pack

On arrival in an eligible destination you'll receive a welcome SMS with the available pack codes. Reply with the code for the pack you want (SMS to 179, free of charge): ROAM5 (5GB Travel Pack), ROAM10 (10GB Travel Pack), or ROAM3 (3GB Travel BizPack). You'll get a confirmation SMS once the pack is added. Text 'bal' to 179 at any time to check your remaining balance and expiry.

Minimum Term

Travel Packs are once-off and do not renew automatically. Each pack expires at 23:59:59 Sydney time (AEST/AEDT) on the day of expiry shown in the table above, regardless of the country you're roaming in. A new pack can be added at any time, including once your current pack is used up — any unused allowance on your current pack is lost when a new pack of the same type is added. If more than one pack is active, the pack with the earliest expiry date is used first.

Billing

Travel Packs are charged once-off to your Ucingo account at the time of activation, in addition to your normal monthly plan charge. They are not a recurring charge and do not form part of your minimum monthly charge.

Qualifications

To add a Travel Pack you must have an active, eligible Ucingo Mobile service and agree to our business terms and conditions, available at https://ucingo.com.au/standard-form-of-agreement/

Set-up fee

There is no set-up fee for Travel Packs.

Exit fee / Refunds

There are no exit fees. Once activated, a Travel Pack cannot be removed, cancelled or refunded.

Other possible charges

- Use of the service in a country not listed below
- Video calls (national or international)
- Calls to premium or satellite numbers, and directory assistance
- Content charges (including third-party charges)

Included Roaming Destinations (68 countries)		
Austria	Indonesia	Republic of Korea
Belgium	Ireland	Romania
Brazil	Isle of Man (UK)	Russia
Bulgaria	Israel	Samoa

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Ucingo Mobile Travel Packs

Included Roaming Destinations (68 countries)		
Cambodia	Italy	Saudi Arabia
Canada	Japan	Singapore
Chile	Kenya	Slovak Republic
China	Latvia	Slovenia
Colombia	Lithuania	South Africa
Croatia	Luxembourg	Spain
Czech Republic	Macau	Sri Lanka
Denmark	Macedonia (Former Yugoslav Rep.)	Sweden
Egypt (Arab Republic)	Malaysia	Switzerland
Estonia	Mexico	Taiwan
Fiji	Netherlands	Thailand
Finland	New Zealand	Tonga
France	Nigeria	Turkey
Germany	Norway	UAE
Greece	Papua New Guinea	UK
Guernsey (UK)	Philippines	USA
Hong Kong	Poland	Vanuatu
Hungary	Portugal	Vietnam
India (excl. Bihar, Orissa, UP East, West Bengal)	Qatar	

Other information

Call and usage information

You will receive an SMS notification once your pack reaches 10MB of data, 5 minutes of calls, or 5 SMS remaining. No notification is sent when the pack's validity period expires.

International Roaming

International roaming is disabled by default and can be turned on by contacting us. Once enabled, your service also carries the standard Ucingo daily roaming pack included on your mobile plan ($10 per day for unlimited calls and texts plus 200MB of data, auto-activating in eligible countries). A Travel Pack is an optional alternative for travellers who want more data upfront at a fixed, once-off price instead of the day-by-day roaming pack.

Customer service

We have an all Australian-based team who can help you with any technical support, account or sales questions. Just give us a call on 0260495600.

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Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see https://ucingo.com.au/lodge-a-complaint/

Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at tio.com.au/making-a-complaint

Ucingo Business Solutions

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