

## Terms and Conditions – AutoRoam

1. These terms and conditions (“**Terms**”) govern the AutoRoam Service (“**Service**”) provided by DST to the Subscriber. The Terms, together with the General Terms and Conditions and any other applicable terms agreed upon by DST and the Subscriber from time to time, constitute the full and binding agreement between DST and the Subscriber. By using the Service, the Subscriber agrees to be bound by these Terms.
2. **Overview and Eligibility**
  - 2.1. The Service ensures uninterrupted data connectivity for the Subscriber when travelling abroad outside of Brunei Darussalam by applying the prevailing roaming add-on (auto-purchase add-on) within the destination of arrival, minimising the risk of incurring unexpected Pay-As-You-Use (“**PAYU**”) roaming data charges when the Subscriber has not purchased any Data Roaming Add Ons.
  - 2.2. While the Service applies to data roaming, the following PAYU charges may still apply to the Subscriber:
    - 2.2.1. Voice calls
    - 2.2.2. SMS;
    - 2.2.3. Charges for value-added services or third-party services;
    - 2.2.4. Charges for destinations not covered under the Service (i.e. unlisted destinations)
  - 2.3. The Service is currently available to Mobi postpaid subscribers only.
  - 2.4. Subscribers must activate their roaming services and ensure that data roaming is enabled on their device before travelling to their destination.
3. **Activation and Usage**
  - 3.1. The Service applies to data roaming abroad only.
  - 3.2. The Service will be activated when the Subscriber is detected to be roaming outside of Brunei and the Subscriber has not purchased any Data Roaming Add on.
  - 3.3. To enable, the Subscriber shall:
    - 3.3.1. Turn on the roaming feature on MyDST or Dial \*410# and
    - 3.3.2. Turn on data roaming in your device settings to use the service.
  - 3.4. To disable the Service, the Subscriber shall:
    - 3.4.1. Turn off the roaming feature on MyDST or contact DSTCare at +6738987151; and
    - 3.4.2. Turn off data roaming in your device settings to disable the Service.
  - 3.5. The Service, data roaming, voice and SMS services will not be accessible if roaming is disabled on MyDST and on the mobile device used.

- 3.6. The Service shall only be used for personal and non-commercial purposes only.
- 3.7. Subscribers may monitor their data roaming usage via MyDST or \*410#.

#### 4. **Charges and Billing**

- 4.1. The Subscriber will be billed for the Data Roaming Add on incurred pertaining to the Service at the end of the month.
- 4.2. The Subscriber will be subscribed to the lowest data roaming add on available for their location. This includes any renewal of that data add-on if the Subscriber has not subscribed to any other Data Roaming Add on.
- 4.3. The Subscriber's service number must be active and switched on to be able to receive SMS notifications when AutoRoam has been applied and when data usage reaches 80% and/or 100% of the roaming data add-on quota.
- 4.4. The Service will not be available upon expiry of the auto roam data add on validity or if the Subscriber has purchased a Data Roaming Add on bundle
- 4.5. Charges for the Service are non-refundable.

#### 5. **AutoRoam and Roaming Services**

- 5.1. When roaming services are activated, the following features will be enabled by default to ensure seamless connection while the Subscriber is traveling. These features include:
  - **Voice Roaming:** This allows you to make and receive calls on your mobile phone while you're in a foreign country, using a local network.
  - **SMS Roaming:** This enables you to send and receive text messages while you're roaming.
  - **Data Roaming:** This gives you access to the internet and data services on your mobile device while you're abroad, using a local network.

**Utilising any of these roaming services will incur additional charges on your mobile bill. Before traveling, subscribers should check the current PAYU rates for their destination on the applicable DST Platform.**

- 5.2. The Service will be enabled when roaming services are activated. If roaming services are deactivated, the Service will also be deactivated. If this occurs, the Subscriber will not be able to access mobile data services including voice and SMS,
- 5.3.
- 5.4. while abroad.
- 5.5. The Service does not apply to voice and SMS. Voice and SMS Roaming will still incur Pay-As-You-Use (PAYU) roaming charges at the prevailing roaming rates listed on the Platform.
- 5.6. The Subscriber may still purchase additional Data Roaming Add Ons. If the Subscriber has multiple data roaming add-ons, the one with the shortest remaining validity period will be used first. Once all purchased packages are fully consumed and the Subscriber has no active Data Roaming Add on, the Service will automatically purchase the

lowest-priced data roaming add-on again if the Subscriber is still travelling, to prevent PAYU.

## **6. Countries Supported**

- 6.1. The AutoRoam destinations and rates are available on the Platform.
- 6.2. If you travel to destinations that are not covered by AutoRoam, your data roaming usage will be restricted except for voice calls and SMS services which will be charged on PAYU.