Rocket Mobile Daily Roaming Terms & Conditions
Last updated November 2026

1. Agreement

These terms and conditions form part of your Agreement with Rocket Mobile. The General Mobile Terms and Conditions and the Mobile Plans Specific Terms and Conditions will also apply.

For Rocket Mobile customers who use the Daily Roaming service, these terms and conditions as published on our website and updated from time to time, apply to the use of each mobile and data device on a Rocket mobile pricing plan that uses Daily Roaming while roaming overseas.

2. Acceptance

You will be taken to have accepted these terms and conditions as soon as you start using roaming. We may vary these terms and conditions from time to time in accordance with the Mobile General Terms and Conditions.

2.1 Service outside New Zealand

Unless you have auto daily roaming enabled in your app, you will not be charged for the roaming add-on without opting in first, either by replying to the SMS prompt, or turning it on deliberately in the app. However, you will receive a prompt every 24 hours asking if you'd like to activate the roaming add on, unless you remove your Rocket Mobile SIM from your device.

You acknowledge that service outside of New Zealand is provided by external carriers and is subject to those carriers' terms and conditions. You also acknowledge and agree that the enablement of roaming may be subject to delays, based on several factors such as network availability, network load, and the exact location of roaming.

We will do our best to ensure a great roaming experience by providing access to overseas networks, but we are unable to guarantee the quality or coverage that any other destination provides.

3. Rocket Mobile Plans with Daily Roaming

These Terms and Conditions cover the Daily Roaming, call / TXT rates and data roaming for all Rocket Mobile plans.

Daily Roaming is available across all Rocket mobile plans, in selected destinations ('Daily Roaming Destinations').

4. Daily Roaming

With Daily Roaming you'll be able to use your Plan minutes, TXTs and data allowances when travelling in Daily Roaming Destinations for a daily fee.
Your Plan minutes and TXTs can be used to call or TXT local numbers in the Daily Roaming Destination, local numbers in New Zealand and local numbers in Australia.

Calls and TXTs to any other destination will be treated as international calls or TXTs and all other activity will be charged as per your standard Plan rates as if you had made the call or TXT from within New Zealand, (excludes any special international rates).

The Daily Roaming charge applies each day you use your device in a Daily Roaming Destination.

The Daily Roaming charge will be triggered when you do any of the following:

- Make a call (including a call to voicemail).
- Receive a call.
- Send a TXT.
- Use mobile data. This includes any data used by your mobile or data device, including email and any data used by apps on your mobile or data device. (Most devices have data roaming switched off by default. If you would like to disable data roaming while abroad this can be selected through the settings menu on your handset. The methodology you use to do this will vary slightly by handset brand. It is also dependent on the software version your handset is running, this means even handsets of the same make could be slightly different to change. We advise you to refer to the manufacturer's website or your handset manual for the exact process for your handset.)

The Daily Roaming charge is only applied on those days that you use your device while in the Daily Roaming Destinations. We'll count a day as starting when your first start using Daily Roaming, and you will be sent a TXT that confirms this has begun, and finishing exactly 24hrs later. If you travel to another Daily Roaming Destination on the same day you'll only be charged the daily charge once for that one day that you use your device.

One Daily Roaming charge is applied per mobile data device on an eligible plan. For example, if you are in a Daily Roaming destination and use both your phone and tablet you will be charged a Daily Roaming fee for both devices.

The Daily Roaming Charge will be as set out on our website, and pricing will be subject to change with 14 days of notice. Please check our website before you travel for the latest pricing.

Daily Roaming charges are in addition to your monthly plan charge and will be applied to your next bill. GST charge applies.

Charges may be delayed if the external carrier is delayed in advising Rocket Mobile of roaming activity. Please note, there will also be a delay in this activity being available in your App.

Daily Roaming is only available to customers who are normally residents in New Zealand, and can only be used in Daily Roaming Destinations for a maximum of 90 consecutive days at a time.

Currently Roaming in non-Daily Roaming Destinations is not supported. If you are not in a Daily Roaming Destination, i.e. a destination other than those set out in the list of Daily Roaming Destination ('Non-Daily Roaming Destination'), you will not be able to use your Plan for services.

Rocket Mobile reserves the right to (hard) steer traffic to certain network operators based on commercial agreements in place.

Data roaming availability is also subject to change without notice.

5. Charges

Your Eligible Plan minutes and TXTs can be used to call or TXT local numbers in the Daily Roaming Destination, local numbers in New Zealand and local numbers in Australia (if your Eligible Plan includes Australia calling and TXTing; see MyAccount for your plan allowances).

For Eligible Plans, calls and TXTs to any other destination will be treated as international calls or TXTs and all other activity will be charged as per your standard Eligible Plan rates as if you had made the call or TXT from within New Zealand, (excludes any special international rates).

You may only have one Daily Roaming bundle per zone at any one time.
When reviewing your current Daily Roaming Bundle online or in MyAccount, data usage will be displayed rounded up to the nearest 1MB.

Daily Roaming does not apply in the following circumstances:

- For machine-to-machine and telemetry devices, or any other device not operated by a person. Data roaming rates specific to these devices and plans apply.
- For in-flight and maritime data use, casual in-flight roaming and maritime roaming rates apply.
- Where Daily Roaming does not apply, if you use data while roaming you will be charged for data at the rates set out in your plan and/or at casual data roaming rates (including without limitation in-flight and maritime), as applicable. You agree to be charged for using casual data roaming at the rates set out and advertised by us either via our website or other channels of communication from time to time.

Calling and TXT Charges

Unless otherwise advised by Rocket Mobile from time to time, all outgoing calls are charged at airtime rates based on the charges from the external carrier. This airtime rate will vary from carrier to carrier. International rates will also apply where you make international calls (including calls to voicemail). Charges may change with 14 days of notice and all prices are indicative only. If your pricing plan

includes monthly minutes, these minutes do not apply to roaming charges. 0800 (1800) and other special numbers may be charged for by external carriers.

TXT messages sent while roaming have a surcharge applied by the external carrier. The surcharge rate will vary from carrier to carrier. A 160 character limit applies per TXT. If exceeded, you will be charged for an additional TXT and so on, per 160 characters used.

Incoming calls are charged at the international rate applicable at the time the call is made to you. Some external carriers may add an incoming call rate from the time you answer the call. You agree that all charges incurred while roaming will be charged to your monthly statement. You agree to pay all charges in full when they are due. (There may be delays in Rocket Mobile receiving notice from external carriers of charges to be billed to you. This does not affect Rocket Mobile's right to charge you or receive payment from you.)

In-flight and Maritime Roaming

In-flight roaming is not included in the MyRepublic Daily Roaming rates, but is available on selected domestic and international flights.
Maritime Calls are available on some cruise liners.

Promotions

Promotional offers to Rocket Mobile customers may not apply to you while you are roaming. If you are in doubt please log into MyAccount.

Liability

As roaming involves services provided by networks other than Rocket Mobile, you agree that we will not be responsible for the way in which any external carrier provides or fails to provide any service (including disconnection, lack of coverage or the performance of that carrier's network).

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