

CDMA International Roaming made EASY

What is CDMA International Roaming?

CDMA International Roaming allows you to use your CDMA Service in a host of countries around the world where your service provider has International Roaming arrangements with CDMA carriers in those countries.

And it's so easy you will be on your way in no time.

This guide explains the basic things you need to know about obtaining International Roaming as a service and using your mobile whilst overseas.

Getting International Roaming

- International Roaming may be obtained by requesting International Roaming capability anytime by calling your service provider Customer Service and requesting International Roaming.*

Please remember to call your service provider* before you go overseas to ensure you have International Roaming capability as International Roaming capability cannot be provided when you are already overseas.

How International Roaming Works

When you arrive at your overseas destination, just turn on your phone and wait for around 30 seconds and you'll be automatically connected to a local network that your service provider has a Roaming Agreement with.

Just before you go

Familiarise yourself with this guide and check if your mobile phone has any special requirements for International Roaming by calling your service provider*. As the rates for making and receiving calls using International Roaming overseas **can be high** and do **vary considerably between countries**, please ensure that you check the rates by calling your service provider* or look them up on your service providers web site before you leave.

Also, make sure you deactivate any International Call Barring settings before you leave (refer to Call Barring)

What you need to do prior to the day of departure

Make sure your mobile has the latest Roaming Software (PRL) loaded on it by calling your service providers Customer service and requesting a PRL update for your mobile.

In many cases this can be done by dialling a special code but in some cases it may mean taking your mobile to a retail store for updating prior to your departure.

What you need to take with you

1. Your CDMA mobile phone, charger & power adaptor for the country / countries you will be travelling to
2. Your CDMA mobile phone instruction book
3. This handy guide

It's easy to make calls

To make a National Fixed Line Call within an overseas country, enter:

Local Area Code - Local Phone No. - Send

Make sure you dial the complete local area code when dialling a local fixed line number whilst on an overseas network.

For example:

If you are in China, and want to dial a local fixed line number (say 1234-5678 for example) with a Local Area Code of say 011, you would dial 011-1234-5678.

To make a call to a National Mobile within an overseas country, enter:

Local Mobile Phone No. - Send

Make sure you dial the complete local mobile number when dialling a local mobile number whilst in an overseas network.

For example:

If you are in China, and want to dial (say 0410-111-222 for example), you would dial 0410-111-222.

To make an International Call to a Phone, enter:

IDD Access Code - Country Code - Local Area Code - Local Phone No. - Send

For example:

If you are in China, and want to dial your office back home (the number for which is say 123-456-789 for example), you would dial:-

00 (IDD Access code for within China) ?? (Country code for back home) ?? (Local Area Code if there is one) then the number for your head office e.g. 123-456-789.

To call another International Roaming user anywhere in the world - including the country you are presently Roaming in

Say the mobile phone number of the person you wish to call is 0418-123-456. If you want to call this number from anywhere overseas with your mobile phone then you need to call it as if you were making an international call to the number in the country where that mobiles service is provided, e.g.

Calling from China to a mobile who's home service provider is in the US you would dial:-

00 (IDD Access Code for within China) - **1** (Country Code for the US) 0418-123-456 (Mobile number for the person you wish to call).

It's easy to receive calls

Calls from Your Home Country

Callers *from your home country* simply dial your mobile number as if you are at home

Callers from Overseas

Callers *from overseas* make an international call to you as if you are at home, even if you're visiting them and in the same country as they are.

To do this they will enter:-

IDD Access Code - Your Country Code - Your Mobile No. - Send

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Understanding your call charges

Out Going Call Charges

Calls (including sending SMS messages) you make from overseas (Outgoing calls) are charged at the rate of the overseas network operator you are using, plus any applicable surcharges.

Incoming Call Charges

When you receive a call from anywhere while outside of your home country, the person who calls you pays for a normal mobile call to your number as if you were back home and **you** pay for the call to be re-directed from back home to the country you are in at your service providers Mobile international call rate for that country plus any applicable surcharges.

In some countries, you may also be charged airtime rates for the incoming calls by the overseas network you are Roaming on which your service provider will place on your bill.

People calling you from outside your home country to your number are charged the normal international rates to the country you are in applicable from the country and network they are utilising at the time i.e. an International Call.

Call Forwarding Made Easy

In most cases, Call Forwarding options, for overseas networks are similar to that of your own. Note however that Call Forwarding may not work in all overseas carriers.

Always remember to include the country code when entering the number to which you are forwarding calls.

The following example shows how you would set-up call forwarding if you were in China to your China Hotel.

Forward calls on 'Busy'

To forward calls to your China Hotel, only when your phone is 'busy', enter:
XXXX (call forwarding code for 'Busy') then
X00X?????? (China International Country Code and Beijing Prefix) then
China Hotel Phone Number X Send

This would incur your service providers Mobile International call rate to China, plus the local China network operator's call forwarding charges.

Forward calls on 'Ring no Answer'

To forward all calls to (say an answering machine in your home country) when your phone rings but goes unanswered, enter:

XXXX (call forwarding code for 'No Answer')
XX??? (Your home country International Country Code / Area Code) then **Local Phone No. for the answering machine X Send**

For example:

XX??XX?? 1234 5678X Send

This would incur your home country International call rate to China, plus the local China network operator's charge for forwarding the call back to your home country.

Using SMS Text Messaging

Check on the availability of SMS (Short Message Service) with your home country provider for the countries / areas you will be travelling to.

SMS (Short Message Service)

Provided you are in a coverage area, connected to a network that your home country provider has a Roaming Agreement with and the network chosen offers SMS, SMS should work just like it does on your service at home.

Unlike voice calls, you can address SMS messages just as if you were at home - no need to use the IDD Access Code for the country you are in.

Call Barring

Any call barring options you may have already set-up may continue to be used overseas if the local network your service provider has established a Roaming agreement with in that country offers the same options.

However, remember to de-activate any international call barring you have set before you leave your home country or else your CDMA phone will not work the way you want it to when you arrive in another country.

How you'll be billed

No special billing arrangements are needed to use International Roaming and there are no additional connection or monthly access fees for having International Roaming capability.

All charges are billed directly to your Mobile account in your countries currency.

The length of your trip, the time it takes the overseas network you were in to process billing information to your service provider and the time at which your Mobile bill is issued will determine when your International Roaming charges appear on your account.

Please note: This may be up to 3 months after you return from overseas.

Charges for redirecting incoming calls to your Roaming location will appear in the month the calls were received.

All remaining International Roaming call charges will appear on subsequent accounts you will receive.

Troubleshooting

If your mobile phone isn't working properly, there is often a perfectly simple reason why.

Check through this list of common faults that could be hampering the operation of your mobile phone.

1. Check antenna is properly connected.
2. Have you got Roaming capabilities connected to your mobile service? To check, call **your home provider Customer Service** from a fixed phone.
3. Are there any call forwarding or call barring settings on your phone preventing you from making or receiving calls?
4. Are you inputting the necessary codes when making national and international calls from a different country than your own?

If you still can't find any fault, turn the phone off and on again and if all else fails, call your home provider Customer Service.

Lost or Stolen Phone

If your phone is lost or stolen, contact your home provider Customer Service immediately.

Information and Customer Service

From time to time you may experience variations in performance with some overseas networks.

If you experience any difficulty, please call your home provider Customer Service.

Need more information prior to your departure, call your home provider Customer Service and ask about the benefits of CDMA International Roaming

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and how you can obtain access to this service before you travel overseas.

*Call charges apply

Provided you are within the local coverage area.