

International Roaming User Guide

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What is International Roaming?

GSM Mobile International Roaming allows you to use your Call Australia Mobile Service in a host of countries around the world where International Roaming arrangements are in place with carriers in those countries. And it's so easy that you will be on your way in no time. This guide explains the basic things you need to know about using your mobile handset whilst overseas.

Getting International Roaming

International Roaming may be obtained by requesting International Roaming capability by contacting Call Australia on 1300 762 425 or by emailing mobile_support@commander.com. However, International Roaming can only be activated once credit guidelines have been met. Please find these guidelines below:

- All payments on your account should be up to date
- At no stage in the last 3 months can you have paid your bill later than 7 days after the due date

How International Roaming works

When you arrive at your overseas destination and provided, International Roaming capability is activated on your service, turn on your phone, wait for approximately 30 seconds and you'll be automatically connected to a local network that has an International Roaming agreement. There are often a number of networks in a country that have a Roaming agreement so you can select the one you want or some phone models may not automatically connect to an overseas network and might need to be manually 'Logged On' to a local network in the country you are visiting. Please refer to your phone's "Owner's Manual" for instructions on how to find a network when you first turn your phone on in the country you are visiting.

Just before you go

Familiarise yourself with this guide and check if your mobile phone has any special requirements for International Roaming by contacting Call Australia on 1300 762 425 or by emailing mobile_support@commander.com. 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 contacting Call Australia on 1300 762 425 or by emailing mobile_support@commander.com before you leave. Make sure you de-activate any International Call Barring settings before you leave (refer to Call Barring).

What you need to take with you

1. Your digital mobile handset, charger & power adaptor.
2. Your Call Australia Mobile SIM card.
3. Call Australia Mobile country information sheets.
4. Your mobile handset instruction book.
5. This handy guide.

Making calls

To make a national fixed line call within an overseas country.

Enter [Local Area Code] [Local Phone Number] [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 still in Australia and want to dial a local fixed line number in New Zealand (E.g. 1234 5678) with a local area code of 011 then you would dial 0011 64 11 1234 5678 (you don't need to dial the '0' in front of the local area code if it has one). If you are actually in New Zealand and want to dial the same number, you would dial 011 1234 5678 (the '0' will need to be entered in this case).

To make a call to a national mobile within an overseas country.

Enter [Local Mobile Number] [SEND]. Make sure you dial the complete local mobile number when making a call whilst on an overseas network. For example, if you are still in Australia and want to dial a local mobile number in New Zealand (E.g. 0410 111 222) – the phone number you dial would be 0011 64 410 111 222 (you don't need to dial the first '0' in front of the mobile number). If you are actually in New Zealand and want to dial the same number, you would dial 0410 111 222 (you would need to dial the first '0' in front of the mobile number).

To make an international call to a fixed line phone.

Enter [+][Country Code][Area Code][Local Phone Number] [SEND]. When using a GSM mobile phone in supporting networks around the world, if you enter a [+] at the start of the international number you dial, this will automatically tell the network you want to apply the local IDD Access Code for the country you are in. For example, if you are in Australia and want to call a fixed line number in New Zealand (0011 64 11 1234 5678) from your GSM mobile, all you need to do is dial +64 11 1234 5678 and the network will automatically put the IDD Access Code (0011) in front of the number you dial.

Tip: This is extremely useful when you are travelling as you don't need to know what the local IDD Access Codes are for each country you are in; just dial [+] and the network does it for you.

Similarly, to make an international call to a fixed line phone from your GSM mobile, make sure you dial the plus [+] then the country code of the country you wish to dial – then the local area code within the country you wish to dial (remembering to leave off the first '0' in the country code if it has one) and then the complete local phone number. For example, if you are still in New Zealand and want to call back to a local number in Melbourne (Area Code 03), for example, 8765 4321, you would dial +61 3 8765 4321 (you wouldn't dial the '0' in front of the local area code for Melbourne).

To call another International Roaming user anywhere in the world (including the country you are presently roaming in).

If the Australian mobile phone number of the person you are calling is 0418 123 456 and you want to call this number when you are overseas then you need to dial it as if you are making an international call to the number in Australia, for example, +61 418 123 456. Remember to delete the '0' at the beginning of the mobile number.

Receiving calls

Calls from Australia.

Callers from Australia simply dial your mobile number as if you were in Australia. You will be charged international rates for the inbound call.

Callers from overseas.

Callers from overseas make an international call to you as if you were in Australia, even if you're in the same country as they are. To do this they will enter [+][6][1] [Your Mobile Number] [SEND]. People calling you do not dial the first digit '0' of your mobile number.

Understanding your call charges

International Roaming calls made and received overseas are GST free.

Outgoing 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 Australia, the person who calls you pays for a mobile call to your number in Australia and you pay for the call to be re-directed from Australia to the country you are in at the Call Australia Mobile international call rate for that country. The international call rate applied is the normal Call Australia 0011 International call charge plus any applicable surcharges. In some countries (e.g. Hong Kong and Singapore), you may also be charged airtime rates for the incoming calls by the overseas network you are roaming on. People calling your number from outside Australia are, in addition, charged the applicable international rates to call Australia from the country they are in by the network they are using.

Call Forwarding

In most cases, Call Forwarding options for overseas networks are similar to those you currently use on your Call Australia mobile service. However, Call Forwarding may not work on all overseas networks. Always remember to include the country code when entering the number to which you are forwarding calls.

Call Forwarding options.

Option	Description	Code*
Ring, No Answer	Forward calls after 20 seconds of ringing.	[6][1]
Not Reachable	Forwards calls when your phone is off and/or out of range.	[6][2]
Busy	Forwards calls when your phone is engaged.	[6][7]
All Calls	Forwards all calls except SMS text messages.	[2][1]

Forward calls when you are ‘Busy’.

To forward calls to a London hotel for example, only when your phone is ‘busy’, enter [*][*][6][7] (Call Forwarding code for ‘Busy’), then [*][+][4][4][2][0][7] (UK International Country Code and London Prefix without the ‘0’), then [London hotel phone number][#][SEND]. This would incur the Call Australia Mobile international call rate to the UK, plus the local network operator’s Call Forwarding charges.

Forward calls after your phone has rung and there is no answer (Ring, No Answer).

To forward all calls to, for example, an answering machine in Melbourne when your phone rings but goes unanswered, enter [*][*][6][1][*] (Call Forwarding code for ‘No Answer’), then enter [+][6][1][3] (Australian International Country Code/Melbourne Area Code without the ‘0’) and finally dial the local phone number for the answering machine [#][SEND]. For example, dial: [*][*][6][1][*] [+][6][1][3] [1][2][3][4][5][6][7][8][#] [SEND]. This would incur the Call Australia Mobile international call rate to the UK, plus the local UK network operator’s charge for forwarding the call back to Australia.

Forwarding calls to Voicemail.

You will need to set your service, using your handset, to forward ‘All Calls’ to your Voicemail service in order to use Voicemail to receive messages while roaming (see note below). To do this enter [#][#][0][0][4][#] [SEND] (this removes all three variable diversions to Voicemail), then dial: [*][*][2][1][*][1][0][1][#] [SEND].

You can activate and de-activate Call Forwarding to Voicemail as you need to, provided you are in a coverage area and the overseas network supports Call Forward functionality.

Action	Code
To de-activate unconditional Call Forwarding to your Voicemail at any time overseas.	[#] [#] [2] [1] [#] [SEND]
To re-activate unconditional Call Forwarding to your Voicemail at any time overseas.	[*] [*] [2] [1] [*] [1] [0] [1] [#] [SEND]
When you return to Australia and are in an area where mobile handset usage is permitted.	[#] [#] [2] [1] [#] [SEND]
To re-establish all three (3) original variable diversions to Voicemail you cancelled before you left.	[*] [*] [0] [0] [4] [*] [1] [0] [1] [#] [SEND]

Call Forwarding to Voicemail on ‘Busy’ and ‘Ring No Answer’ will not operate when roaming. Switched Off/Out of Range can also be unreliable. Your best option to receive all messages whilst roaming is to unconditionally divert to Voicemail before you leave Australia.

Using Voicemail overseas

Retrieving messages.

To retrieve messages, an SMS will need to be sent to the voicemail service. Simply insert the letter [M] into the text section of an SMS, then proceed to select the destination number (steps vary according to handset make and model). Enter the voicemail number [101] into the destination field, the message can now be sent. Once sent, the voicemail service will receive your SMS and call you with your messages. This service is generally very fast, but please allow a few minutes for the host network to process your SMS. If no messages are waiting for you, the call will still come through to confirm this.

To set your mailbox PIN.

1. Access your mailbox via your handset.
2. Press 9 to go to the Main Menu.
3. Press 3 to go to mailbox Set Up.
4. Press 3 to set your PIN.
5. Enter your chosen PIN number.

Voicemail retrieval charges.

In addition to the International Roaming call charge that will apply for the call to your Voicemail service you will be charged the standard Voicemail retrieval rates for retrieval of your messages.

Short Message Service (SMS)

Using SMS

To check on the availability of SMS (text messaging) please see the country information sheets for the countries/areas you will be travelling to at www.callaustralia.com.au or contact Call Australia on 1300 762 425 or by emailing mobile_support@commander.com prior to your departure.

Provided you are in a coverage area, connected to a network that Call Australia Mobile has a Roaming agreement with and the network chosen offers SMS, text messaging should work just like it does on your Call Australia Mobile service at home (although different charges apply). However, remember when sending an SMS message you will need to add the international country code for the destination of the SMS. Enter the international country code followed by the mobile number, deleting the '0' at the beginning of the number, e.g. +61 419 000 000.

If you are replying to an SMS message using the menu option on your phone you won't have to input the reply number, as the network has automatically applied the international codes required when it transmitted the original message to your phone. If accessing stored numbers in your phone to send a message, make sure they include the necessary international codes.

Tip: If you travel overseas often, it is worthwhile to spend the time to convert the numbers in your mobile phone book to international format. For example, enter [+][6][1] and the Area Code (deleting the first '0') in front of all Australian fixed line numbers and enter [+][6][1] (deleting the first '0' in front of all Australian mobile numbers). The numbers will work in Australia as usual but by doing this, there is the added advantage of never having to amend the numbers in your phone book to add the [+] and the relevant country code when you are overseas.

Call Barring

Any Call Barring options you may have already setup may continue to be used overseas if the local network there offers the same options. However, remember to de-activate any international call barring you have set before you leave Australia

Using Fax & Data Overseas

Check on the availability of Mobile Fax and Data services on the country information sheets for the countries/areas you will be travelling to or by contacting Call Australia on 1300 726 425 or by emailing mobile_support@commander.com prior to your departure. As many overseas networks are still developing their fax and data capabilities, you may experience a lower data rate and variations in performance from country to country in those operators that support this functionality.

Emergency calls – dial 112

In the case of an emergency dial 112. This will connect you to the Emergency Services in the country you are in if it has a GSM network. You do not even have to have a SIM card in the phone – it will work provided the phone is working, there is a GSM signal and the battery is charged and attached.

How you will be billed

No special billing arrangements are needed to use International Roaming and there is no additional connection or monthly access fees for having International Roaming capability. All charges are billed directly to your mobile account in Australian dollars. The length of your trip, the time it takes the overseas network you were in to process billing information and the time at which your mobile bill is issued, will determine when your International Roaming charges appear on your account*. Charges for re-directing incoming calls to your Roaming location will appear in the month the calls were received. These charges will appear in the 'Mobile International Roaming' section of your account. All remaining International Roaming call charges will appear on subsequent accounts under 'Mobile International Roaming'.

*This could be up to 3 months after you return from overseas.

Troubleshooting

If your mobile phone isn't working properly, there is often a 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. Check your mobile SIM card is correctly inserted.
3. Check whether you are in a selected local digital network's coverage range (i.e. check the signal strength on your phone if that is provided).
4. Have you got Roaming capabilities connected to your mobile service? To check, contact Call Australia Star on +61 2 9030 1984 from a fixed phone.
5. Is your phone connected to the local network? (i.e. is there a network name displayed on the screen of your phone?)
6. Are there any Call Forwarding or Call Barring settings on your phone preventing you from making or receiving calls?
7. Are you inputting the necessary codes when making national and international calls?
8. Have you set your phone correctly to access Voicemail?

If you still can't find any fault, turn the phone off and on again and if all else fails, contact Call Australia on +61 2 9030 1984.

Lost or stolen phone

If your phone or mobile SIM card is lost or stolen, contact Call Australia on 1300 762 425 or by emailing mobile_support@commander.com (24 hours/7 days a week). Or dial +61 2 9030 1984 (if you are calling from overseas). Your SIM card and phone should be PIN protected so it cannot be misused. To set the PIN for your phone, refer to your phone user manual. Please ensure your PIN is not stored with your SIM card.

Information and Customer Service

From time to time you may experience variations in performance with some overseas networks. If you experience any difficulty, please contact Call Australia on 1300 762 425 or by emailing mobile_support@commander.com or dial +61 2 9030 1984 (if you are calling from overseas).

Need more information prior to your departure?

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