

Mobile Roaming User Guide



Where to get help

If you need help before you leave NZ, please contact our Customer Care team on 0508 888 800 – 8am to 7pm, everyday.

If you are overseas and you require assistance, please contact us on +64 9 913 9150

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Setting up Roaming

Roaming with a WorldMode Phone

- 1** Ensure the GSM Roaming SIM that came with your phone is inserted.
Note: If your handset is new, it can take up to 6 days to be activated for roaming.
- 2** Activate International Roaming by dialling *22800 from your WorldMode phone prior to leaving New Zealand.
- 3** Check you know your WorldMode phone or Voicemail PIN (you'll need this even if you don't use it in New Zealand).

To check your WorldMode PIN:

- Dial **# 0 0** (from within New Zealand), or your usual way of listening to messages
- Select option 3
- Select option 2. You will hear your PIN
- Exit the menu or choose a new PIN

- 4** Pack your phone charger and appropriate power adaptor (remember, other countries use different plugs).

GSM Phone with Roaming SIM

- 1** Insert the Roaming SIM you have ordered from TelstraClear.
Note: Your Roaming SIM will not work in New Zealand

Arrival Guide

First switch your mobile on

If you are in a country with CDMA network coverage with a WorldMode phone or CDMA handset, you'll get a welcome text reminding you how to access your Voicemail.

Selecting a Roaming Network

If you are in a country with GSM network coverage with a WorldMode phone you will need to change the network selection on your phone. Your WorldMode phone will first search for a CDMA network. Once the initial network search is complete (approximately 5 minutes) you will be able to manually select a GSM network to roam on. To do this:

- 1 Press Menu/OK
- 2 Select Settings
- 3 Scroll to Network Selection, press Menu/OK
- 4 View the list of network providers available for the country you are in
- 5 Choose a carrier and press Menu/OK

If this does not work the first time, you need to repeat the process and select another network provider that is listed.

If you have a GSM handset with Roaming SIM, your handset will search for a GSM network when you turn it on.

Making Calls

Making Voice Calls

To make local and national calls in the country you're visiting

- 1 DIAL the Area Code + local phone number
- 2 Press SEND

To make an International call on a phone that is + code enabled

- 1 Press and hold 0 or press * twice until the + sign appears
- 2 DIAL the International Access Code, for example 64 for NZ
- 3 DIAL the Area Code (minus any initial 0) and the local phone number
- 4 Press SEND

For example, if you are roaming in the UK and want to call TelstraClear in New Zealand, you would dial: + 64 9 913 9150.

To make an International call on a phone that is not + code enabled

- 1 DIAL the International Access Code for the country you're in
- 2 DIAL the International Country Code, for example 64 for New Zealand
- 3 DIAL the Area Code (minus any initial 0) and the local phone number
- 4 Press SEND

For example, if you are roaming in Australia and want to call the TelstraClear in New Zealand, you would dial: 0011 64 9 913 9150.

International Access Codes

International Access Codes for CDMA Roaming

Country Name	IAC (International Access Code)
Australia	0011
Aruba	00
Barbados	011
Bermuda	011
Brazil	00
Canada	011
Cayman Island	011
China	00
Guam/Saipan	011
Hong Kong	001
India	00
Indonesia	001
Israel	00
Macau	011
Jamaica	011
South Korea	001 or 002
Taiwan	002
Thailand	001
USA	011
Vietnam	011

Remember, if you do not have a + code enabled phone and you don't use EasyRoam, you will need to first enter the International Access Code in front of the number you're dialling.

Receiving Calls & Voice Messages

Receive Voice Calls

Callers outside New Zealand will have to dial:

The International Access Code + (64) + (27 or other mobile prefix) + the rest of your mobile number.

Callers from inside New Zealand will dial:

(027 or other mobile prefix) and your mobile number as usual.

If you're on another call, unable to answer or your phone is switched off, callers can leave messages on your Voicemail.

Accessing Your Voicemail

To access your Voicemail using a WorldMode phone

- 1** Dial the international access code for the country you are in.
- 2** Dial 64 83 083210
- 3** Enter the mailbox number.
- 4** Enter the PIN.
- 5** Enter **#** - this will take you to the main menu.

To access your Voicemail using a TelstraClear CDMA handset

- 1** Dial the International Access Code + (64) + (27 or other mobile prefix) and the rest of your mobile number
- 2** When you hear your message start, press the ***** key
- 3** Enter your PIN then press the **#** key to access your messages. Follow the prompts to clear any messages.

Check you know your PIN.

If you roam to a country on a GSM network with a Roaming SIM card, callers will only be able to leave you a Voicemail if your phone is switched off at that time, and you may not receive new message alert notification when your phone is switched back on.

However, you can still retrieve Voicemail messages while roaming on GSM mode simply dial the International access code, then 6483083210 followed by the prompts, (your mail box number is your telephone number without the leading "0").

Text Messaging

If you're sending a text message to a New Zealand mobile phone while you're roaming, just enter the number as if you were in New Zealand.

If you're sending a text message to an overseas mobile (other than New Zealand), you will need to enter the country code before the mobile number.

If you're travelling through the countries listed below with a WorldMode phone in CDMA mode or a TelstraClear CDMA handset you can send and receive text messages (dependent on coverage and network conditions) in the same way as if you're in New Zealand.

- USA (Sprint and Verizon networks only)
- South Korea
- Hong Kong (Hutchison network only)
- Taiwan (APBW network only)
- India (Reliance network only)
- Korea (SK Telecom network only)
- Israel

If you're travelling through the countries listed below with a WorldMode phone in CDMA mode or a TelstraClear CDMA handset you can receive text messages (dependent on coverage and network conditions), but you won't be able to send texts while you're roaming.

- Thailand
- Canada (Bell Mobility network only)
- Guam/Saipan
- China

Note: Except for Guam/Saipan, if you have a WorldMode phone you can select a GSM network and you will be able to send and receive text message.

If you travel through Brazil or Indonesia with a WorldMode phone in CDMA mode or a TelstraClear CDMA handset you won't be able to send or receive text messages from your TelstraClear CDMA handset while you're roaming.

Note: Except for Indonesia, if you have a WorldMode phone you can select a GSM network and you will be able to send and receive text messages.