



# Frequently Asked Questions (FAQ)

## Where can I buy my RoamingSIM?

Which type of SIM card do you require? Standard, Micro or Nano SIM?

Visit <http://roamingsolutions.com.au/collections/roaming-communications> to buy on-line.

Our Standard/Micro SIM card is a dual SIM and the MICRO SIM can be snapped out of the STANDARD SIM if needed.

Nano SIMs are also available for purchase (Apple I-Phone 5 series, I-Pad Mini and select Android phones).

## What kind of mobile phone do I need to use RoamingSIM in the countries I will be roaming in?

The service will only work on an unlocked mobile phone. An unlocked mobile phone will allow you to use a SIM card from any mobile provider. If you are unsure if your phone is unlocked please call your mobile provider who will be able to advise you.

Your RoamingSIM will work in more than 200 countries, to confirm that those you will be visiting are covered visit our coverage page [here](#).

You should ensure that your phone supports the frequencies used for mobile networks on the countries you are visiting. You can refer to your mobile phones user manual to identify which frequencies your phone supports

## How do I divert my existing mobile number to my RoamingSIM?

Before setting up a call divert you must do the following:

- Activate your RoamingSIM
- Purchase a local landline number. Details of this process can be found [here](#). Australian mobile phone operators will only allow call forwarding to be applied to another Australian phone number. They will not allow call forwarding to an international phone number.
- Set up call forwarding with your existing carrier.
- All of the inbound calls to your existing telephone number will now be diverted to your RoamingSIM telephone number.
- You can only have voice calls forwarded. **NOTE: It is not possible for SMS messages to be forwarded.**

## How much does call forwarding cost?

You will not be charged any additional fees by RoamingSIM.

You will only be charged the inbound call rate for the country where you receive the call.

You may be charged a fee by your existing carrier for call forwarding and you should contact them directly to clarify the costs involved.

## How much will it cost for people to call me?

People calling you should refer to their phone provider to confirm how much it will cost to call you on your RoamingSIM.

By default, your SIM is set up with a UK Mobile number unless you have a local number enabled. If people are ringing the UK mobile number they will incur an international phone charge. If you set up a local number they will just incur a landline charge. Learn more about setting up local numbers on your RoamingSIM [here](#).

## Can I use data in Australia?

Yes, however it is not advisable as rates within Australia will be higher than with your normal carrier.

Once you have tested the service, we recommend that that you no longer use the service until you reach your travel destination.

## Can I use my existing phone number?

Unfortunately we do not have the rights to allow you to use your existing phone number.

However, it is possible to have calls forwarded to your RoamingSIM from your existing number (you cannot forward SMS).

You can find more information about how to do this [here](#).

## What local numbers can I add to my RoamingSIM?

It is possible to have up to 50 additional local numbers associated with your RoamingSIM.

Some countries require additional documentation to be supplied in order to set up a local number. This is a fraud prevention measure, and is beyond the control of RoamingSIM.

As a valued RoamingSIM customer you will receive an Australian local number free for the first month upon purchasing a SIM card. Please note your free month begins the moment you select your local number so leave this part of the process until just before its time to depart to maximise your free time.

## How do I qualify for a free Australian Local Number?

Simply by purchasing a RoamingSIM you will qualify for a complimentary Australian local number which will be valid for one month from the time you select it. We advise you only select the number just prior to leaving on your trip to get the full one month benefit. You may choose to extend the local number for a small monthly fee – this can be done through the Manage My Number section of your Account. For details on how to add your [Local Number](#).

## Does the RoamingSIM have a PIN lock?

Yes but only if you bought your SIM before April 2014. By default the pin number on your SIM card is 0000.

If you enter the incorrect PIN number three times, your SIM card will be locked. If your SIM card is locked please contact RoamingSIM [Customer Support](#).

All SIM cards purchased after April 2014 are unlocked.

## How do I check my balance?

Visit your account page [here](#).

Dial \*120# and press call on your mobile phone. Your balance will then be displayed.

## Can I make emergency calls?

Yes – wherever you are in the world you can dial 999 or 112.

## Can I send MMS?

Unfortunately our service does not support MMS.

## Will my RoamingSIM credit expire?

Your credit will expire 365 days after it was purchased, unless further top-up or credit has been applied within that period.

Bundles purchased have different expiry dates and these are listed when they are purchased.

## How do I check my data usage?

Visit your account page [here](#).

Select the 'Call History' option and select 'Display History'.

## Can I dial 800/900 (Freephone/Premium) numbers?

Unfortunately we do not support calls to 800/900 numbers.

## What should I do if I lose my SIM Card?

Contact us <http://roamingsolutions.com.au/pages/contact-us> via phone or email as soon as possible.

## Special Requirements for using RoamingSIM in Japan and South Korea.

These two frequently visited countries require a phone that is 3G enabled and can support the frequency WCDMA 2100.

Refer to your phone's manual, or contact the manufacturer to confirm that your phone meets these requirements.

## Will my Blackberry device work with RoamingSIM?

Yes, however Blackberry Messenger (BBM) and Blackberry Email will not. This is because of the restrictions placed by the manufacturers of Blackberry, Research in Motion (RIM).

You will be able to make calls and send SMS messages. In order to use data, and access the internet you will need to install an alternative web browser. One browser we have tried and tested is called Opera.

## How do I make calls?

To make a phone call, we use what's known as a 'callback' service. This is the cheapest way to make calls and allows us to guarantee you up to 90% savings.

Making a call is very easy. Simply dial the number including plus sign and country code and press 'call'. Your call will disconnect momentarily and then your phone will 'call you back'. Just answer your phone as normal and you'll be connected.

Please note that sometimes your phone may say "call not allowed" or a similar message, please ignore this message and wait for your phone to call you back. If you manually disconnect at this point your call will not be successful.

The only exceptions are when you are in the USA and the UK. You make your outgoing call as above but it will connect immediately without calling you back.

Sending a text is the same as normal. Just input the number including plus sign and country code and press send.

## How do people contact me?

People can contact you by calling you on your local landline number (from Australia only) or by dialling your RoamingSIM allocated +44..... mobile number. If people wish to SMS you they must text the +44 number as you cannot text a landline number.

## How do I activate my RoamingSIM?

Before you travel it's important that your SIM is set up correctly.

Firstly make sure you have purchased the correct size SIM and that your phone or tablet is unlocked, meaning not locked to one particular network. Your local provider can help you unlock your device.

Then you need to activate your SIM. Click 'Activate SIM' on the homepage and enter the 19 digit number found on the front of the SIM card surround or the reverse of the SIM chip itself.

You'll then be asked to fill in some user details and finally to choose the make and model of your phone.

We'll then provide you with your personal phone number and automatically text you the data activation settings.

Now, insert your SIM into your phone or tablet and switch it on. The code to unlock your SIM is four zeros. Make sure that you pick up a local network and you are all ready to go.

We recommend you test all services before you travel and familiarise yourself with the features of your SIM.

## What is my telephone number?

You will be supplied with a UK mobile number that is automatically attached to your account. The number will commence with a +44. You will be issued this number once you have activated your SIM card on the RoamingSIM website.

## How do I recharge my RoamingSIM?

If your balance is running low, you will receive a 'low balance alert' so you can top-up before you run out of credit.

To top up your account just click 'Recharge' on the homepage and then you can top up your cash balance or save even more by buying a bundle. We have bundles for calls, text & data or data only. Something for everyone!

You can also set an auto-top up amount so that you never need to worry about running out of credit again.

## How do I purchase a Bundle product?

Adding a credit bundle to your SIM can give you even bigger savings!

To purchase bundles your SIM must be activated and you must be logged into your account. Once logged in, go to the "Add Credit Bundle" page and choose from the range of bundles we have to offer.

To see our rates without bundles, visit our [Rates](#) page.

*Please note: Bundles purchased are immediately active on your SIM upon successful completion of your transaction. Multiple bundles can be active at the same time e.g. if you purchase 3 Global Daily Passes, they will all expire after 24 hours and will not run for 3 days.*

## What Payment methods can I use?

We accept:

Mastercard

Visa

American Express (3% surcharge applies)

PayPal

## Can I use 4G services?

At present we do not support 4G services.

If you have a 4G enabled phone, you can still use our service as the phone will revert to using 3G connectivity.

## How do I set up my DATA / EMAIL / INTERNET?

RoamingSIM is compatible with most unlocked handsets, smartphones and tablets. To use data update your settings with the following details:

<b>Access Point Name (APN):</b>	speedidata.com
<b>Username:</b>	speedidata
<b>Password:</b>	speedidata

## Contact Us

### Customer Support

For general, sales, account or delivery queries please email us through the Contact Us page or call our 24/7 customer support team.

For testing, set up, dialling, user experience problems etc, please refer to the Trouble Shooting content on the website under [“Troubleshooting”](#). If you continue to experience an issue, please call for 24 hour support:

### 24/7 Customer Support

**Australia:** +61 3 9001 5540

**UK:** +44-20-80997266

**USA:** +1-415-829-5219

**Europe:** +353-21-4521907

**Hong Kong:** 800-964-168 (toll free)