Enable International Service, Rates, and Roaming on Mobile

International and Roaming are Off by Default

Domestic Roaming, International Calling/Roaming are off by default for all Astound Mobile customers

All conditions **must** be met ***before*** these services are turned on by a member of **Care Management**

- Verify you are **speaking** with the **account holder**
- **Account** must be **Active**
- **Data install** must be **complete**
- Customer is in **good standing / no past due**
- **Modem** must be **active** and **connected to the home network** in **Merlin**

When all conditions are met, follow the instructions below to **Enable International on Mobile**

- After installation, these features are **only controlled** in **Reach Central**

International Rates: Roaming vs Calling

Roaming is the ability to use a mobile device **outside** of **your carrier's network** both **domestically** and **internationally**

- Carriers have **roaming agreements** for many places that allow customers to **talk**, **text** or **use data**
- To see plan rates on **Active accounts** in **Reach:** click options under **International & Domestic Services**
- For **inactive** lines, go to **Tools - International Services**

International Roaming Rates: Mobile customer is in **another country besides the US** and wants to **call, text or use data**

- See Mobile International Roaming Rates on our website for details

International Calling: Mobile customer is in the US and wants to call a country outside the US

- See Mobile International Calling Rates on our website for details

Enable International on Mobile: Contact Management

To continue, you must authenticate CPNI **u**sing one of the methods below

- **T**wo (2) CPNI security questions
- The CPNI PIN and one (1) CPNI security question

- **Important: customers *cannot* opt-out of CPNI verification**

Contact a member of Management to enable any or all these services in Reach Central

- **Internal Agents**: use **BOLT Chat Intent** *Mobile - Enable International & Domestic Calling/Roaming*
- **Outsource Partners**: send information to vendor.relations@astound.com with your request

Using Data for International Roaming

Warning for customers who use their data plan with International Roaming

- **International Roaming Data** is *usually* an **extra charge**; those charges **can add up quickly**
- **Rates vary** by country and network; see **International Rates: Calling vs. Roaming** below
- Rates **apply to all phone functions**, including **voice calls, text messages,** and **internet access**
- **Important**: just like the United States, there may be **areas** where these services **may not work**; also known as dead zones

International Roaming Enabled: Trips

Each time International Roaming is **enabled** in Reach Central it counts as a **Trip**

- Each **Trip** has a data cap of **2GB usage**; after 2GB, customers no longer have data access
- For more **data access,** Toggle **International Roaming Off**, then **On again** to reset the Trip counter and provide **another 2GB of usage**

MyAstound Error: *Something went wrong...*

Full Error Message

- *Something Went Wrong: We're working on fixing the problem. If you need immediate assistance, please contact us at 1-800-427-8686*

Message displays if a customer tries to enable these services in MyAstound (web portal and mobile app)

- International LD

- International Roaming
- Domestic Roaming

The Mobile account holder must **chat** or **call** into the Call Center to **enable** or **disable** these features

- Verify you are **speaking** with the **account holder**
- **Account** must be **Active** and **in good standing** with a complete **Data install**
- The **Modem** must be **active** and **connected to the home network** in **Merlin**
- All conditions **must** be met ***before*** these services are **turned on** by a member of **Care Management**

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