International Calling and Roaming Issues for Mobile

International Calling/Roaming: Enabled

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

- ***Before*** troubleshooting, make sure **International Calling** is **enabled**

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, click for instruction to Enable International Calling on Mobile

Wait 15 Minutes on Newly Activated Device

- **Devices may take up to 15 minutes to fully connect to the surrounding towers**
- Ask the customer to turn their **phone off** and **back on after a few minutes** and **test again**

Dual SIM and International Travel

Dual SIM card phones can be used to travel internationally, for separating personal and business numbers and more

- Both Astound and another carrier can be used at the same time
- Ensure the device is fully unlocked for use on any networks
- If the phone is locked to a specific carrier it may block other SIMs/eSIMs from working
- For more information regarding Dual Sim visit our website

Customer Steps to Enable/Disable Roaming

- **iPhone**: Settings **| go to** Cellular **|** Cellular Data Options **| toggle** to activate/deactivate **Roaming**

- **Samsung Galaxy:** Settings **|** go to **Connections |** Mobile Networks **|**toggle to **activate/deactivate Data Roaming**

- **Motorola**: Home screen | swipe up | tap **Settings app | Network & internet | Mobile network | choose a SIM | toggle** to **activate/deactivate** Roaming

- **Google Pixel: Home screen | swipe up** for all apps **| Settings | Network & internet | Mobile Network |** Tap **Roaming** to toggle **On** or **Off**
    - If prompted with '**Allow data roaming?**', tap **OK**

Troubleshoot International Roaming

International Roaming is the ability to use a mobile device **outside** of the **United States**

1. Ensure the account is **active** in **BOLT** and International Roaming is enabled in Reach Central
2. Make sure the customer has Roaming enabled on their device
3. Ask the customer to check their device settings for Network Operators

    - Ask the customer for the **Network names available**, and what happens when they try to connect
    - If there are **multiple** Networks available, **try another**
    - One Network may be **stronger** than another, and some may **not** support Mobile Data

4. In Reach Central, make sure there is **enough credit available**, and the balance is not negative

5. **Shut off** the phone and then **turn it on**; ***do not do a restart***
6. Wait for the device to **boot up** and get a **signal** for **voice and data**
7. Ask the customer to **confirm** their APN settings are as follows; if **not**, ask them to update
    - **Name**: Astound
    - **APN**: wholesale
8. If the customer is ***still*** experiencing International Roaming issues, **submit a BOLT Case**
9. Click **Create Work Order or Technical Case** on the **Work Orders Tab** in **BOLT**
10. Fill out the information as described below and hit Submit
    - **Trouble Call or Tech Case** Trouble Call
    - **Service Category** Mobile
    - **Problem Description** International Roaming
    - **Select** Mobile Line(s) Affected
    - **Notes** Where issue occurred (street address, landmarks, cross street), Network Operator used, full description

Troubleshooting International Calling

International Calling is when a customer **in the US** wants to **call** a **country outside the US**

1. Ensure the account is **active** in **BOLT**
2. Make sure the customer has Roaming enabled on their device
3. Ensure the status is **Active** in **Reach Central**
    - **Suspended Status with pending network reset**: possible the system requires tech intervention
    - **Other Suspended States**: look for bill overdue or a manually-requested suspension (seasonal)
    - **Mobile Data Suspended**: customer may need additional data
    - **Pending Port out request:** SIM swap and Network Reset **not** available
        - Customer must **cancel** the request from the **new carrier** for us to troubleshoot if they **haven't ported out yet**
4. Make sure International Calling is enabled in Reach Central
    - Make sure there is **enough credit available** and the balance is not negative
5. Customer must use the correct country code in ***front*** of the phone number
    - To dial a country code from a mobile device, **hold the number '0' to add the +**, *then* enter the **number** as **normal**

6. **Restart the Mobile device**; ask the customer to **turn off** the phone, then **back on again**
    - Data Add-Ons may require a **restart** if the **added data** is **not** working
7. **Refresh** the **SIM/eSIM** as it applies to your customer
    - **eSIM for iPhone**
        - Go to **Settings | Cellular | Turn On This Line** with an indicator switch **turned green**
        - Switch the indicator **off** to turn the **eSIM profile OFF - *this will not remove the eSIM profile***
        - Customer sees a screen with **Cellular** at the top and **Used as Primary – Phone Number** underneath
        - **Important**: a message displays to **add eSIM** - ***Do not do this***
            - Instruct customers to click on **Used as Primary** and select **Turn On This Line** to switch the indicator back to green
            - Once done, instruct the customers to turn the phone off and back on after about a minute
            - Go to **Settings > Phone** and check if their active number appears next to **My Number**
    - **eSIM for Android**
        - Perform a Network reset on the active phone number
        - A Refresh is not available without removing the eSIM profile entirely

- **Physical SIM for all Devices**
    - **Power off** the mobile device and **take the SIM card out**
    - **Restart** the mobile device; allow the mobile device to say **No SIM**
    - **Power off** the mobile device ***again*** and **re-insert the SIM card**
    - **Restart** the mobile device ***again***; allow **5 minutes to completely load**

8. **Check for a Mobile Signal** by **turning off Wi-Fi**; check for LTE, 4G, or other types of symbols
    - **At least one bar of 4G/LTE**: ask the customer to access the internet, send an SMS, and make a phone call
    - Make note of any **error pop ups** for a BOLT case if needed
9. Do a Network reset on the active phone number as a last steps before a BOLT case
10. If the issue is still not resolved, click the **Create Work Order or Technical Case** on the **Work Orders** tab in BOLT
11. Fill out the information as described below and hit Submit
    - **Trouble Call or Tech Case** Trouble Call
    - **Service Category** Mobile
    - **Problem Description** International Roaming
    - **Select** Mobile Line(s) Affected, device type, dialed number, noise/behavior, date and time
    - **Notes** Steps takes when error seen, message displayed, if applicable

MyAstound Error: Something went wrong...

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 Calling
- International Roaming
- Domestic Roaming

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

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 these instructions to Enable

International on Mobile

Online URL: https://agentx-astound-kb.hgsdigital.com/article.php?id=4411