

# VodaRoam

Stay connected when you travel



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1.0 About Roaming

What is International Roaming?

International Roaming means your mobile device can travel outside of its home country and can use digital services, send and receive calls & texts by connecting to a foreign cellular network in eligible countries, without having to swap sim cards.

To facilitate consistent connection, your mobile device searches for and links with compatible network in the region of destination when traveling abroad. There are additional costs associated with roaming abroad which by default are higher than the local rates in the home country, however, Vodafone Roaming Bundles offer better rates that help in managing the cost of roaming for the traveller. Global roaming enables visitors to connect and communicate seamlessly, keeping them in touch with friends, family, and co-workers across borders just like how they do while back at their home country.

## 2.0 Roaming Setup Guide

When it comes to getting your Roaming to work, few configurations need to be done correctly from both Network side and on your Handset.

### A. The Network Setup

As a post-pay customer, you will need to get in touch with your respective Business Account Manager who will assist you to get your roaming access activated by the Network Team, prior to your travel. Once done, you will be notified accordingly.

### B. The Handset Setup

This setup is only required if your device does not automatically connect to a partner network overseas. Thus, a manual setup will be required according to the type of device you have i.e., iPhone, Samsung, Huawei, Oppo etc. Refer to below mentioned troubleshooting tips to get this done:

### Roaming Troubleshooting Tips

- 1. Check roaming settings:** Ensure that roaming is enabled on your device. This setting is usually found in the network or cellular settings menu.
- 2. Restart your device:** Sometimes, a simple restart can resolve connectivity issues by refreshing the network settings.

### 3. Manual Network Selection – Samsung Device

- Open Settings.
- Navigate to “Connections” or “Connections & Network.”
- Choose “Mobile networks.”
- Select “Network operators” or “Select network.”
- Your device will search for available networks.
- Choose the desired network from the list.
- Wait for your device to connect to the selected network.
- Verify the connection in the status bar.

### 4. Manual Network Selection – iPhone Device

- Open the Settings app.
- Tap on “Cellular” or “Mobile Data” (the wording may vary depending on your iOS version).
- Scroll down and select “Network Selection” or “Carrier.”
- Your iPhone will search for available networks. This may take a few moments.
- Once the search is complete, a list of available networks will appear.
- Tap on the network you want to connect to from the list.
- Your iPhone will attempt to connect to the selected network. Once connected, you should see the network name in the status bar.

- 5. Update device software:** Ensure that your device’s operating system is up to date, as software updates can sometimes include fixes for connectivity issues.

\*If the above troubleshooting does not help in accessing roaming services, please contact your Account Manager or Customer Care.

## 3.0 Plans & Tariffs

### A. Subscription Guide for Roaming Bundles

1. Bundle Plans are not active by default when you reach another country.
2. To opt in the plan, dial \*100# and select your desired plan or simply activate the plan via MyVodafone App (data charges apply)

### B. Roaming Bundles

#### Daily Plans

**Daily \$100**

**\$100**  
PER DAY  
100 Minutes  
100 SMS  
100 MB Data

**Daily \$15**

**\$15**  
PER DAY  
100 Minutes  
100 SMS  
100 MB Data

**Daily \$25**

**\$25**  
PER DAY  
100 Minutes  
100 SMS  
200 MB Data

**Daily \$50**

**\$50**  
PER DAY  
100 Minutes  
100 SMS  
500 MB Data

#### Weekly Bundle

**Weekly \$99**

**\$99**  
PER WEEK  
350 Minutes  
350 SMS  
1024 MB Data

#### Monthly Bundle

**Monthly \$299**

**\$299**  
PER MONTH  
1000 Minutes  
1000 SMS  
3072 MB Data

#### PAYG/Outside Bundle Charges

Zone	Receiving Calls (per Min)	Calls within Country (per Min)	Calls back to Fiji (per Min)	Calls to other Countries (per Min)	SMS (Outgoing)	SMS (Incoming)	Data Roaming (per MB)
A	\$1.00	\$1.00	\$1.00	\$4.50	\$0.80	Free	\$1.00 per MB
B	\$1.50	\$1.50	\$1.50	\$4.50	\$1.00	Free	\$5.00 per MB
C	\$2.00	\$2.00	\$2.00	\$4.50	\$1.00	Free	\$10.00 per MB
D	\$2.50	\$2.50	\$2.50	\$5.00	\$1.00	Free	\$15.00 per MB
E	\$3.00	\$3.00	\$3.00	\$6.00	\$1.00	Free	\$20.00 per MB

\*Above charges are in VEP. Terms & Conditions apply.

## **C. Roaming Countries**

### **ZONE A**

Australia, Canada, China, England, Germany, Hong Kong, India, Indonesia, Italy, Japan, Kiribati, Malaysia, New Zealand, Russia, Samoa, Singapore, South Africa, Sri Lanka, Switzerland, Tonga, United States, Vanuatu, Spain, Argentina, United Arab Emirates, Belgium, Ireland, South Korea, Mexico, France, Papua New Guinea, Thailand, Taiwan, Philippines, Qatar, Turkey, Czech Republic, Greece, Hungary, Netherlands, Mozambique, Tanzania, Pakistan, Austria, Israel, Denmark, Croatia, Norway, Kuwait, and Macau

### **ZONE B**

French Polynesia, Solomon Islands, PNG, Malta, Romania, Sweden, Brazil, Ghana, Belarus, Kazakhstan, Kenya, Liechtenstein, Luxembourg, Myanmar, Poland, Slovakia, Vietnam, Iran, Oman, Montenegro, Palau

### **ZONE C**

Cook Islands, Finland, Guam

### **ZONE D**

Bhutan, Chile, Cyprus, Estonia, Guernsey, Moldova, Turkmenistan, American Samoa, Armenia, New Caledonia

### **ZONE E**

Angola, Anguilla, Antigua and Barbuda, Aruba, Azerbaijan, Bahrain, Barbados, Belize, British Virgin Islands, Brunei, Cayman Islands, Colombia, Dominica, East Timor, Egypt, Georgia, Gibraltar, Grenada, Guyana, Iceland, Jamaica, Jordan, Latvia, Lithuania, Macedonia, Madagascar, Maldives, Monaco, Mongolia, Montserrat, Netherlands Antilles, Nigeria, Saint Kitts & Nevis, Saint Lucia, Saint Vincent & Grenadines, Serbia, Seychelles, Sierra Leone, Slovenia, Tajikistan, Turks and Caicos Islands, Ukraine, Panama, Mauritius, Bangladesh, Federate States of Micronesia, Portugal, Paraguay

\* Only the above listed Zone A Countries qualify for roaming bundle subscription.

\* Other zone countries (Zone B – Zone E) have provision on roaming services, on outside bundle charges.

## 4.0 Frequently Asked Questions (FAQ's)

### 1. How do I get Roaming Access on my device?

Before your travel, ensure roaming has been activated from system end here at Vodafone Fiji. You can do this by contacting your respective Account Manager 2-3 days prior to your travel. If your Account Manager is unreachable, you can call Post-pay Customer Care on 125 for assistance.

### 2. What services are available on Roaming?

All 3 services of Data, Voice & SMS are available. However, while getting roaming activated by your Account Manager, please ensure to mention if you require all 3 services or selected ones. For e.g., if you wish to get Data roaming enabled or not, this has to be communicated specifically.

### 3. How does Roaming work?

By default, all customers are connected to Vodafone Fiji network. When travelling abroad, the roamer needs to latch on to another network in the destination country. This network is called Partner Network, which can be auto-connected or done manually as mentioned in 2.0 Setup Guide section of this guide. Once connected to a Partner Network, the user will be able to access Voice, SMS and Data services on a pay-as-you-go (PAYG) model. However, there are 50 countries where Vodafone Roaming Bundles are applicable, which the user can subscribe to (recommended) to get better roaming rates from the bundle packages.

### 4. How can I subscribe to the roaming bundle?

Once you arrive in your destination country, you can dial \*100# in order to subscribe to either Daily, Weekly or Monthly bundle plans. To check if the bundle plans are available in your country of travel, please refer to 3.0 (B) of this guide.

### 5. Whom is the bundle applicable to?

Roaming bundle is applicable to all Postpaid customers.

### 6. Which countries is roaming bundle applicable to?

Please refer to 3.0 (A) table under Roaming Bundles.

### 7. What are the rates if I do not subscribe to the bundle?

If not subscribed to the bundle plans, you will attract PAYG/ Outside Bundle rates according to the Zone your travel country is part of. Please refer to 3.0 (A).

### 8. What rates apply for calls to other International countries except from the roaming country?

Calls to other countries are charged as per the rates mentioned in the above rates table billed per minute (VEP).

### 9. How are the minutes deducted & charged from the bundle?

Minutes are deducted and charged on a per minute basis. Any call that lasts between 1-59 seconds will get charged for the full 1 minute. For e.g., if your call lasts for 1 min and 1 second, you will get charged for 2 minutes.

#### **10. Is the plan set to auto-renew itself every day?**

There are 4 Daily Voda-Roam bundles which auto-renew every day at 12:00 AM. If you wish to un-subscribe from the auto-renewal process you will need to manually unsubscribe either by using the MyVodafone App or by using \*100# on USSD. The Weekly and Monthly Voda-Roam bundles do not auto-renew.

#### **11. How long is the subscription valid for?**

All benefits in the Daily Voda-Roam bundles expire at 12:00 AM Fiji Time. All benefits in the Weekly Voda-Roam bundle expire from 7 days from time of subscription; benefits in the Monthly Voda-Roam bundle expires 30 days from time of subscription. There is no rollover of bundled benefits.

#### **12. When will I start getting charged for Data Roaming?**

Once you are connected to a Partner Network and your Mobile Data is switched on, you will start incurring charges on PAYG rates. It is recommended that you subscribe to a Roaming Bundle (refer to 3.0 (A)) if applicable. If you are in a country where roaming bundle is not available, you will be charged PAYG rates. For best practice, it is advised that you keep your Mobile Data switched off before subscribing to a bundle and also when not in use to avoid high charges. You will be notified as your bundle data approaches its limit.

#### **13. How do I opt out of the roaming bundle?**

You can opt-out of the bundle whilst in the Roaming Country by using the MyVodafone App or by dialing \*100# and selecting Option 2.

#### **14. Do I need to un-subscribe to the plan when I arrive back in the country?**

No. The system will automatically unsubscribe your plan when you are back in the home country.

#### **15. What happens when I travel from a country listed in the bundle to a country not listed in the bundle?**

Your roaming bundle will be deactivated when you enter countries that are not pre-configured under the bundled package destinations and register to a network available in the new country. You will be charged at default PAYG rates.







For more information or assistance, please reach out to the following contact points:

SCAN ME



Call 125 for Post pay Customer Care



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