



International Roaming

International roaming will be activated automatically when you arrive at your destination, however you will need to turn **MOBILE DATA to ENABLE and DATA ROAMING to ON** in your phone settings. Before you do PLEASE carefully read the advisory notice: '**IMPORTANT things to remember when using Backchat Mobile internationally**'

We offer fixed roaming charges which cost \$30 +GST for every 14 days. This includes the following: 300 minutes of calls 300 texts and 2 Gb of data.

We recommend you ENABLE VoLTE if available in the mobile settings and DISABLE WiFi calling on your device.

The following countries are automatically covered within our International Roaming Pack, any country not on this list that you wish to use your mobile in must be notified to us in advance for activation as they have very high mobile usage charges so they are not automatically enabled to avoid bill shock!

American Samoa	Greece	Philippines	Thailand
Argentina	Hong Kong	Portugal	Tonga
Australia	India	Qatar	Vanuatu
Austria	Indonesia	Rarotonga	Venezuela
Belgium	Ireland	Samoa	Vietnam
Brazil	Italy (incl: San Marino & Vatican City)	Saudi Arabia	UAE
Canada	Japan	Singapore	UK (England, Scotland, Wales, Northern
China	Macau	South Africa	Ireland and Channel Islands: Jersey,
Christmas Island	Malaysia	South Korea	Guernsey, Isle of Man)
Fiji	Nauru	Spain	USA (including Hawaii, Alaska, Puerto
France	Netherlands	Switzerland	Rico, US Virgin Islands)
Germany	Papua New Guinea	Taiwan	

As per the regulations of the Government of India, a customer of an overseas carrier is not allowed to roam in Jammu and Kashmir. As such Backchat Mobile customers in those regions will be unable to use roaming services. There is no date for this restriction lifting.

IMPORTANT things to remember when using Backchat Mobile internationally

1. **International mobile use can seriously dent your wallet! Please remember these tips at all times to avoid bill shock!**
2. International roaming data and calling isn't unlimited as you may be used to in NZ.
3. Data packs are added in 2Gb increments, the first three are automatic but then they have to be manually ordered from us.
4. It is strongly recommended customers turn MOBILE DATA to DISABLE and DATA ROAMING to OFF unless required.
5. Ensure you disable all apps you do not require when travelling internationally to NOT use mobile data.

Mobiles and apps frequently receive PUSH data - incoming emails or updates, picture txt's etc. or automated uploads of pictures to say Google, Apple etc all of which is happening in the background without you knowing! Using your phone as a WiFi hotspot will also bypass any upload and download restrictions set on your device! Policing mobile data or importantly knowing what apps are doing in the background is a virtual impossibility. End users generally don't have a clue what data their phone or apps are using and we providers have no method of exercising control.

We recommend the following International mobile settings:

- Use free WiFi whenever possible to check social media, send messages, pictures etc.
- Turn WiFi calling OFF
- Turn VoLTE ON (many older mobile devices do not have this feature)
- MOBILE DATA to DISABLE and DATA ROAMING to OFF unless required
- Automatic network selection ON

If you have problems making or receiving calls set the NETWORK MODE to 4G or 3G or in some cases 2G. It depends on what works in the country in question. If 4G or 5G works then leave it on. You may see differing symbols appear on the phone, with 4/5G it may show VoLTE or just 5/4G it depends on the local providers choices of icons. In some countries WiFi calling may not work so some adjustment of the phone settings may be required for connection and service.

Note: When MOBILE DATA is OFF and when you DO NOT have WiFi the following will NOT work: WiFi calling, Facebook, Facebook messenger, Whatsapp, Zoom, WeeChat, Skype, Google Web Search, Web browsing, Maps, email, Netflix, uploading photos etc.

We strongly recommended buying a local data SIM if you need to use large amounts of mobile data whilst staying in the country visited! Most modern phones also accept dual SIM cards.

Roaming issues: Please call direct to the International Roaming Helpdesk Call 0800 825 662, option 2 OR +64 9 358 4583.

Any technical problems or help required whilst roaming can be obtained by emailing support@backchat.net.nz