

International Roaming

Overview

- To activate international roaming while abroad, send an SMS 'ROAM' to 179 to add one daily pack to your account.
- International roaming is available in selected countries, please check the list of supported international roaming countries below.
- A daily roaming pack gives you unlimited calls and SMS plus 200MB of data for \$12.65 per day. This pack will be activated once you send an SMS 'ROAM' to 179.

Activating International Roaming Day Pack

Upon arrival in an eligible country, you will promptly receive an SMS:

"Welcome to [Country]. To use your mobile service [Your Mobile Number] overseas, SMS 'ROAM' to 179 to add one IR daily pack to your account. Remember, you will need to SMS 'ROAM' to 179 when your pack expires daily. Please note that there will be no reminders."

Upon sending the SMS 'ROAM' to 179, the international roaming pack will be automatically added to your service, provided you continue to perform the following actions:

- Make a phone call
- Receive a phone call
- Send an SMS
- Use data

| Validity Period | 24 Hours |
|--------------------|-----------|
| Price (per pack) | \$12.65 |
| Included Calls | Unlimited |
| Included SMS | Unlimited |
| Included Data (MB) | 200 |

If your data allowance is running out, you have the flexibility to purchase a new pack at any time. Please note that the newly activated pack will replace your existing pack, forfeiting any unused data, SMS, and voice call minutes.

Track Your Usage

You will be sent SMS alerts when you reach 50%, 85% and 100% of your inclusion, these SMS alerts are only a guide and may be behind real-time usage. You can get details about your call and data usage by logging in to Occom’s customer portal or by sending ‘bal’ to 179.

Track Your Usage List of Supported International Roaming Countries

Below is the list of countries where Occom could support international roaming packs.

If you are visiting a country that is not listed below, then your service will not work and we recommend you to purchase a travel SIM or a local SIM in the country you are travelling to.

| | | |
|-----------------------|---------------------------------|-------------------|
| Austria | India | Qatar |
| Belgium | Indonesia | Republic of Korea |
| Brazil | Ireland | Romania |
| Bulgaria | Israel | Russia |
| Canada | Italy | Singapore |
| Cambodia | Japan | Slovak Republic |
| China | Latvia | South Africa |
| Croatia | Lithuania | Spain |
| Czech Republic | Luxembourg | Sri Lanka |
| Denmark | Macedonia (Former Yugoslav Rep) | Sweden |
| Egypt (Arab Republic) | Malaysia | Switzerland |
| Estonia | Mexico | Taiwan |
| Fiji | Netherlands | Thailand |
| Finland | New Zealand | Turkey |
| France | Norway | UAE |
| Germany | Papua New Guinea | UK |
| Greece | Philippines | USA |
| Hong Kong | Poland | Vanuatu |
| Hungary | Portugal | Vietnam |