

VodaRoam

Stay connected when you travel



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Contents

1.0	ABOUT ROAMING	1
	What is International Roaming?	1
2.0	ROAMING SETUP GUIDE	1
	A. The Network Setup	1
	B. The Handset Setup	1
	C. Roaming Troubleshooting Tips	2
3.0	PLANS & TARIFFS.....	4
	A. Roaming Bundles	4
	B. Roaming Outside Bundle Rates	5
	C. Roaming Countries	6
4.0	FREQUENTLY ASKED QUESTIONS (FAQ'S).....	8
5.0	TIPS FOR ROAMING.....	12

1.0 About Roaming

What is International Roaming?

International Roaming enables your Vodafone Fiji number to connect to foreign cellular networks while traveling outside of Fiji. This service allows you to utilize digital services, make and receive calls, and send SMS without the need to change SIM cards. To facilitate a seamless connection, your device will automatically connect to compatible networks. Although roaming incurs additional charges, Vodafone Fiji offers various roaming bundle plans designed to provide enhanced value at competitive prices. Global Roaming ensures uninterrupted connectivity, allowing you to stay in touch with friends, family, and colleagues across borders, just as you would while in Fiji.

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 are required to contact your respective Account Manager to enable roaming services prior to your travel. You will be notified accordingly upon successful provisioning of roaming services.

B. The Handset Setup

Manual setup may be required if your device does not automatically connect to an overseas partner network. Follow the Roaming Troubleshooting Tips (Page 2 and 3) to configure the foreign network on your device.

C. Roaming Troubleshooting Tips

1. Unable to Latch on to the Overseas Network

i. Manual Network Selection - Android:

- i. Open **Settings**.
- ii. Navigate to **Connections** or **Connections & Network** (the wording may vary depending on your Android version).
- iii. Choose **Mobile Networks**.
- iv. Select **Network Operators** or **Select Network**.
- v. Switch off the **Automatic Toggle**. Your device will search for available networks. This may take a few moments.
- vi. Choose the desired network from the list.
- vii. Wait for your device to connect to the selected network.
- viii. Verify the connection in the status bar.

ii. Manual Network Selection - iOS:

- i. Open **Settings**.
- ii. Navigate to **Mobile** or **Mobile Services** (the wording may vary depending on your iOS version).
- iii. If your device is using an e-SIM, select the mobile number under **SIMs**.
- iv. Scroll down and select **Network Selection** or **Carrier**.
- v. Switch off the **Automatic Toggle**. Your device will search for available networks. This may take a few moments.

- vi. Choose the desired network from the list.
- vii. Wait for your device to connect to the selected network.
- viii. Verify the connection in the status bar.

2. Voice Roaming Not Working:

- i. **Enable/Disable VoLTE** - Depending on the country, Voice over LTE may or may not be active.
- ii. **Adjust Frequency Band** - Change the frequency band to the recommended setting:
- iii. **Android:** 5G/4G/3G/2G (auto-connect)
- iv. **iOS:** 5G Auto
- v. **Not Registered to Network** - Double-check with your account manager if roaming is active and that the network selected is from the partner list.

3. Data Roaming Not Working:

- i. **Data Roaming Toggle** – Ensure this feature is turned on for iOS and set to **All Networks** for Android devices.
- ii. **Check if the roaming country has data roaming available** – Details of this information can be found on page 6 and 7.
- iii. **Check APN** – Ensure the APN is set to **vfinternet.fj**.
- iv. **Check if data balance is available** – To check your roaming bundle balance, use the USSD code ***100#**.

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

3.0 Plans & Tariffs

A. Roaming Bundles

\$15 Daily Plan

100 Minutes
100 SMS
100 MB Data

\$15 PER DAY

\$25 Daily Plan

100 Minutes
100 SMS
500 MB Data

\$25 PER DAY

\$99 Weekly Plan

350 Minutes
350 SMS
1000 MB Data

\$99 PER WEEK

\$199 Weekly Plan

100 Minutes
100 SMS
5120 MB Data

\$199 PER WEEK

\$299 Monthly Plan

1000 Minutes
1000 SMS
3072 MB Data

\$299 PER MONTH

\$399 Monthly Plan

250 Minutes
250 SMS
10240 MB Data

\$399 PER MONTH

B. Roaming Outside Bundle Rates

PAYG/Outside Bundle Charges					
Zone	Zone A	Zone B	Zone C	Zone D	Zone E
Receiving Calls (per Min)	\$1.00	\$1.50	\$2.00	\$2.50	\$3.00
Calls within Country (per Min)	\$1.00	\$1.50	\$2.00	\$2.50	\$3.00
Calls back to Fiji (per Min)	\$1.00	\$1.50	\$2.00	\$2.50	\$3.00
Calls to other Countries (per Min)	\$4.50	\$4.50	\$4.50	\$5.00	\$6.00
SMS (Outgoing)	\$0.80	\$1.00	\$1.00	\$1.00	\$1.00
SMS (Incoming)	Free	Free	Free	Free	Free
Data Roaming (per MB)	\$1 per MB	\$5 per MB	\$10 per MB	\$15 per MB	\$20 per MB

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

Note:

To select the bundle plan, please dial *100# and follow the instruction to subscribe Bundle plans are not active by default and need to done manually upon reaching destination country.

C. Roaming Countries

ZONE A

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

ZONE B

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

ZONE C

Cook Islands, Finland, Guam

ZONE D

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

ZONE E

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

* 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?

Activate roaming by contacting your Account Manager 2-3 days prior to travelling. If unreachable, contact Post-pay Customer Care on 125 for 'Roaming Activation'.

2. What services are available on Roaming?

Data, Voice, and SMS services are available on roaming. Ensure to inform your Account Manager if you require specific roaming services (For example, Voice Only or Voice & Data).

3. How does Roaming work?

Connect to a Partner Network abroad, either automatically or manually (see 2.0 (C)). Access Voice, SMS, and Data roaming services on a pay-as-you-go (PAYG) basis, or subscribe to Vodafone Roaming Bundles in 50 countries for better rates (recommended – see 3.0 (A)).

4. How can I subscribe to the roaming bundle?

Dial *100# upon arrival to subscribe to Daily, Weekly, or Monthly bundle plans. Check bundle availability in 3.0 (A) of this guide.

5. Who is eligible for the bundle?

Roaming bundle is applicable to all Post-paid customers.

6. Which countries are covered by the roaming bundle?

Refer to 3.0 (C) - Zone A Countries

7. What are the rate charges if not subscribed to a bundle?

Pay As You Go/Outside Bundle rates apply. See 3.0 (B) for details.

8. What are the rate charges for calls to other international countries?

Rates applicable for international countries are charges on per minute basis as mentioned in the table – see 3.0 (B).

9. How are minutes deducted and charged from the bundle?

Calls are charged on per minute basis. Calls lasting between 1-59 seconds are charged for a full minute.

10. Do plans auto-renew daily?

Daily bundles auto-renew at 12:00am Fiji Time. If you wish to unsubscribe, you may unsubscribe manually by dialling *100#. Auto-renew is set for Daily bundles only, Weekly and Monthly bundles do not auto-renew.

11. How long is the subscription valid for?

Daily bundles expire at 12:00 AM Fiji Time. Weekly bundles last 7 days from time of subscription; Monthly bundles last 30 days from time of subscription. No rollover of bundle benefits applied.

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

Charges begin when connected to a Partner Network with Mobile Data on. It's recommended to subscribe to a roaming bundle plan (see 3.0 (A)). Switch off Mobile Data when not in use to avoid high charges. Notifications will be sent as bundle data nears its limit.

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

Opt-out by dialling *100# and select Option 2 to unsubscribe.

14. Do I need to unsubscribe to the bundle plan when I return to Fiji/Home country?

No, the system will automatically unsubscribe your roaming plan.

15. What happens when I travel from a roaming bundle-covered country to another country which is not covered?

The roaming bundle deactivates, and PAYG rates apply in non-bundle countries.

16. What happens when I travel from a roaming bundle-covered country to another country which is covered?

The roaming bundle gets carried forward to the other country and valid till the allocated timeframe as per initial subscription.

5.0 Tips for Roaming



Ensure Roaming Service is activated prior to travel.



Check roaming countries and rates before you travel



Turn Off Automatic Updates and Syncing



Download Maps and Information Offline



Monitor Your Usage



Know emergency services and contacts





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

PROVIDE FEEDBACK



Call 125 for Post pay Customer Care



corporate.sales@vodafone.com.fj or
customercare.fj@vodafone.com.fj



Vodafone Fiji, 168 Princes Rd, Suva



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