International Roaming, Dialing and Domestic Roaming Rates for Astound Mobile-9323

Introduction

At this time only Customer Care management has access to enable International Calling, International Roaming and / or Domestic Roaming for mobile lines in Reach Central

Please see a member of management when a mobile customer in good standing is requesting to enable any or all these services

- Domestic Roaming, International Roaming and International calling must be off by default
    - After installation, the feature **can only be turned on/off manually** in **Reach Central**
    - These services **can not** be enabled until the customer has Internet installed (**must be active**, not pending)
    - To enable International LD, International Roaming and Domestic Roaming **ALL** mobile customers (including existing customers) must call or chat into the call center
        - *Something Went Wrong: We're working on fixing the problem. If you need immediate*

*assistance, please contact us at 1-800-427-8686*If any mobile customer tries to enable International LD, International Roaming or Domestic Roaming in the MyAstound portal or Astound Mobile App, they will receive an error message:

Resolution Steps

Astound Mobile International and Domestic Roaming Pricing

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=216