

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

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## Introduction

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**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

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### **Astound Mobile International and Domestic Roaming Pricing**

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