

Roaming Setup Guidelines

1.0 Instructions for Manual Selection of Network

Here are the instructions for manually selecting the network for most handsets:

- Scroll through your menu to “setting” or “setup” or “options” (Select)
- Scroll through to “Services” or “Mobile Networks” or “Carrier” (Select)
- Scroll through to “Network Selection” or “Network Operators” (Select)
- Scroll through to “Search Mode” or select between “automatic” or “manual” (Select)
- Scroll to Manual. (Select) or switch off “automatic”
- List of Networks will be displayed and you may select one that works best

2.0 Choosing Network Mode while Roaming

Since 4G roaming is not available in any outbound destinations as of now, we strongly recommended that you change your network settings to 2G/3G mode. This can be achieved through a few simple steps.

Android Devices

1. Find "Network mode"

- Tap the Settings Icon.
- Tap Mobile networks.
- Tap Network mode.

2. Select network mode

- LTE/WCDMA/GSM (auto connect), WCDMA/GSM (auto connect), WCDMA only or GSM only. [LTE means 4G and WCDMA means 3G.
- We recommend selecting the “WCDMA/GSM (auto connect)” option].

3. Return to the home screen

- Tap the Home key to return to the home screen

Apple Devices

1. Find "Cellular"

- Tap Settings.
- Tap Cellular.

2. Select network mode

- Tap the indicator next to "Enable 4G" to turn the function on or off.

If you turn on 4G/LTE, your mobile phone automatically switches between the network modes provided you're within range of a 4G/LTE network. [In order to select 2G/3G mode you must switch off this option on your iPhone. In earlier model iPhones, you may get options to select 2G/3G]

3. Return to the home screen

- Tap the Home key to return to the home screen

Blackberry Devices

1. Find "Mobile Network"

- Tap Options.
- Tap Networks and Connections.
- Tap Mobile Network.

2. Select network mode

- Tap Network Mode.
- Tap 3G, 2G or 3G & 2G.

3. Exit

- Tap Disconnect.
- Tap the Return key to return to standby mode.

Note:

3G (UMTS or WCDMA) or 4G (LTE) enables you to achieve higher data speeds than when using 2G (GSM). Once you select WCDMA/GSM (auto connect), your mobile phone automatically switches between 2G and 3G network modes provided you're within range of a 3G network. This option is recommended for most outbound destinations.

If you select WCDMA (3G) only, your mobile phone can only connect to 3G networks.

If you select GSM (2G) only, you will be able to use data, but speeds will be slower than 3G.

3.0 Making Calls while Roaming

National and International Calls

Should you wish to make a call whilst roaming, it is recommended that you use the prefix '+', this prefix acts as the International Access Code; therefore you do not have to remember all International Access Codes.

4.0 Receiving calls while Roaming

Receiving calls is as simple as answering when the phone rings. Note that you will be billed for receiving calls while overseas. This is due to using the foreign network to receive the call.

5.0 Receiving a call from someone in the host country

If someone from the host country calls you, they will need to dial the international dial code and Kiribati's country code. Example below:

1. If you're in the host country and someone in host country wishes to contact you, they will need to dial their

International Access Code + 686 and followed by your mobile number

2. If someone from Kiribati wants to call you, they just have to dial your mobile number directly.

6.0 Customer Care Contact

Customer care Contact: +68620700

Customer care email: customercare@athkl.com.ki