

Troubleshooting tips:

If you are having problems with making or receiving calls, try the following steps:

- Check dialing pattern. Unless contacts are saved with the country code, you will need to manually enter the phone number you wish to call.
- Turn Airplane mode on and back off.
- Turn the device off completely and back on and try again.
- Verify the SIM card is installed properly.
- Turn off iMessage to ensure texts send when away from WiFi.

For assistance while traveling outside of the United States, please call 001-270-765-6361, select option 2, Technical Support, to speak with the International Concierge Service.

If you would rather open a ticket and receive a call back, log onto our website www.bluegrasscellular.com. Select Business tab and International services. Under Trouble Ticket, select click here to fill out the ticket. You can expect a call within 48 hours.

Placing calls when traveling internationally:

International roaming with Vodafone SIM Card:

- When you reach your international destination, remove the Bluegrass Cellular SIM and insert the Vodafone SIM into the device.
- To ensure international roaming is enabled, perform the following steps:
 - Setting>Wireless & Networks>More>Mobile Networks>Preferred Network Type. Newer devices may vary in these settings.
 - Turn Airplane Mode on for 30 seconds, and then turn off.
- Cell Phone Voice & Text rates while using the Vodafone SIM Card:
 - Calls range from \$0.99/min. to \$2.99/min.
 - Text messages range from \$0.50 to \$0.75
- Data rates while using Vodafone SIM card:
 - \$4.00 to \$150.00 for 10 MB. Every 1 MB over is an additional charge per MB.

Cruise Ship roaming with any Android device:

- Cell Phone Voice & Text rates:
 - Calls range from \$2.50/min to \$2.99/min.
 - Text messages are \$0.50 each.

International Roaming with any Android device in the following countries:

[Dominican Republic](#), [Grenada](#), [Puerto Rico](#) and [US Virgin Islands](#)

- Cell Phone Voice & Text rates:
 - Calls are \$1.99/min.
 - Text messages are \$0.75 each.

Note: On the first day you will receive a free text that indicates the cost of each call and text message. You will receive this once every 7 days or in each new country.

Dialing Instructions for any Android device:

- When calling from an international country back to the US, dial 001 plus, the 10-digit number.
- To access your voicemail, dial 001 plus your 10-digit number