

Placing calls when traveling internationally:

International roaming with Vodafone SIM Card:

- To ensure international roaming is enabled, perform the following steps:
 - Menu>Settings>Configurations>Check GPRS
 - Menu>Settings>Network Mode>Select Auto
- 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

Dialing Instructions:

- 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.

Troubleshooting Tips:

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

- Turn the device off and back on.
- Verify the SIM card is installed properly.
- Check dialing pattern. Unless contacts are saved with the country code, you will need to manually enter the phone number you wish to call.

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.