

Welcome to Roam Mobility.

Follow the simple steps in this guide, and you'll be enjoying talk, text and Internet access in the US at savings of up to 99%*.

Before inserting your new SIM Card, ensure that your handset, tablet or mobile hotspot is both GSM capable and unlocked. Contact your provider if you aren't sure. Please also note that the service works only in the US.

If you need help with the service, check out the support centre at www.roammobility.com/support

For more specific help, or to talk to a live agent call Customer Care at 1-888-ROAM 4US (762-6487)



Let's get going!

1 Activate online

www.roammobility.com/activate

2 Purchase a plan

www.roammobility.com/plans

3 Travel to the US

Service only available in the US

4 Insert Sim Card

Typically beneath the battery

5 You're ready

Talk, text, and surf without limits

Pre-flight checks

Before you head south, here's some handy info for you to know:

Your US number:

You'll be assigned a US number when you activate your SIM Card online. The number will be sent to you via email, and you can retrieve your number at any time by logging into your account. If you intend to use your SIM Card for data only, you can ignore the US phone number as it's intended for talk and text plans.

If you don't activate your SIM Card prior to arriving in the US, it will automatically activate when it detects the Roam Mobility Network. You will be sent your US phone number by text message and enjoy free Talk+Text for the remainder of the day, but you'll need to register the SIM Card at www.roammobility.com/activate and choose a plan to continue using service after midnight PST.

Your location:

Roam Mobility SIM Cards work in the US only. You'll need to go back to your Canadian SIM Card when you get home. Friends can call or text you on your US number as they would call or text any other US resident. You'll also be able to make calls or send texts to the US and Canada as part of any Talk+Text plan.

Monitoring usage:

Log into your account anytime at www.roammobility.com to see data usage and details of your current and previous plans. We'll let you know via email or text message when you're nearing the end of your plan so you never get stranded. Remember, you can never go over your limit because Talk+Text is unlimited and Data is pre-pay.

Topping up:

There are three ways to top up. You can top up by logging into your account at: www.roammobility.com (topping up using this method allows you to schedule the start of your new plan). You can also top up via text message by simply texting the word 'topup' to 7850 (note that you can use text top up only after you've registered your SIM Card). Alternatively, you can call Customer Care at 1-888-ROAM 4US (762-6487). All plans topped up on the fly by text message or Customer Care start immediately.

Your features:

Caller ID and voicemail are included in all Talk+Text plans. To access voicemail from your handset, simply press and hold the 1 key (if prompted for a password use the last four digits of your US number), then follow the spoken instructions.

Note that there is no call forwarding facility to divert calls from your US number to your Canadian number.



Plans

Talk+Text Plans:

Days	Talk	Text	Cost
1 day	Unlimited	Unlimited	\$9.95
3 days	Unlimited	Unlimited	\$14.95
7 days	Unlimited	Unlimited	\$24.95
14 days	Unlimited	Unlimited	\$39.95
30 days	Unlimited	Unlimited	\$59.95

Data Plans:

Data	Cost
500 MB	\$29.95
1 GB	\$39.95
2 GB	\$59.95
5 GB	\$99.95

See all available plans at www.roammobility.com/plans
All data plans are valid for 30 days from activation.

Talk+Text+Data Plans:

Days	Talk	Text	Data	Cost
1 day	Unlimited	Unlimited	100 MB	\$14.95
3 days	Unlimited	Unlimited	200 MB	\$24.95
7 days	Unlimited	Unlimited	500 MB	\$44.95
14 days	Unlimited	Unlimited	1 GB	\$69.95
30 days	Unlimited	Unlimited	2 GB	\$99.95



Start Guide SIM Card

Please see Roam Mobility Service Terms of Use at:
www.roammobility.com/servicetou

See our Fair Usage Policy at:
www.roammobility.com/servicefup

Details of the manufacturer's limited warranty available at:
www.roammobility.com/simwarranty

* Compared to other major Canadian carriers