

## SaveLink Roaming Guide

### **Before Leaving Singapore**

1. Ensure that your "Roaming" or "Pay as you Roam" service is active.
2. SMS "TO OVERSEAS" to +6594765955 to obtain a "DID" number if you haven't got any.
3. Bring along a spare phone.

### **Upon Arrival in Overseas**

1. Buy an overseas SIM card, activate the free incoming calls & insert SIM into the spare phone. Open the application >> Go to Settings >> Call Settings & change **"Call From" & "DID Forwarded To" numbers** to your overseas number (**Must include + country code** e.g. +86..... (for China), +60..... (for Malaysia) & +91..... (for India).
2. Divert your Singapore phone to your "DID" number by dialling **\*\*21\*+65(DID Number)#**  
E.g. **\*\*21\*+656XXXXXX#** (and press the send key)

*Now you can answer, make calls & send SMS the way you are used to in Singapore.*

*Note: All incoming calls will be routed to your overseas number in the spare phone. You will still receive SMS with your Singapore phone.*

### **Upon Returning to Singapore**

1. Cancel divert by dialling **##21#** (for SingTel & StarHub) or **##002#** (for M1).
2. Open the application >> Go to Settings >> Call Settings & change **"Call From" & "DID Forwarded To"** number to your Singapore number (**Must include + country code** e.g. +65 ..... (for Singapore)).

*Need assistance? Please call our technical support: +65 6570 8717 or refer to Roaming and Trouble Shooting Guide at [www.savelink.biz/userguide/roaming](http://www.savelink.biz/userguide/roaming)*

SAVE UP TO 98% OF YOUR OVERSEAS ROAMING CHARGES WITH OUR LOW RATES

<b>IDD &amp; Roaming Charges Per Minute</b>					
<b>Countries</b>	<b>IDD</b>	<b>Main Telco Roaming Incoming</b>	<b>Main Telco Roaming Outgoing</b>	<b>SAVELINK'S FLAT RATE</b>	<b>Roaming Savings (%)</b>
Australia	\$0.31	\$1.50	\$2.75	\$0.300	85.9
Brunei	\$0.39	\$1.50	\$2.75	\$0.170	92.0
China	\$0.25	\$2.30	\$3.00	\$0.049	98.1
Hong Kong	\$0.28	\$1.50	\$2.75	\$0.077	96.4
India	\$0.95	\$5.00	\$4.35	\$0.270	94.0
Indonesia	\$0.45	\$1.50	\$4.25	\$0.250	91.5
Macau	\$0.99	\$2.20	\$2.75	\$0.141	93.4
Malaysia	\$0.23	\$1.00	\$0.59	\$0.097	88.2
Philippines	\$0.41	\$1.50	\$2.75	\$0.361	83.0
Taiwan	\$0.46	\$1.50	\$1.20	\$0.250	81.4
Thailand	\$0.45	\$2.00	\$2.75	\$0.084	96.0
USA	\$0.19	\$2.00	\$3.50	\$0.045	98.2
Vietnam	\$0.95	\$1.70	\$1.20	\$0.242	83.9

Above comparison based on SaveLink's rates versus average IDD / roaming charges with a major Singapore telco. Rates are correct at the time of printing and are subjected to change without prior notice. Local air time chargeable for diverted calls.

## **Trouble Shooting Guide**

### ***Why does the system not work at times?***

1. No GPRS/ internet coverage at the location.
  - i) Switch off and on your phone.
  - ii) Check the default access point of internet.

### ***Why the system sometimes do not work locally or in overseas?***

1. "Call From" and "DID Forwarded To" numbers have not been changed to the overseas number.
2. Divert was wrongly or not done. Divert again by dialling \*\*21\* +65(DID Number) #. E.g. \*\*21\*+656XXXXXX# (and press the send key)
3. Spare phone was not switched on or overseas SIM card was not inserted.
4. Overseas SIM card has expired or has no credit.
5. Settings of "Call From" and "DID Forwarded To" numbers were wrong. Omit the '0' that is stated in certain overseas cards. E.g. 08 5123 4567 890 (Indonesia card) should be set as +628 5123 4567 890 and not +6208 5123 4567 890. (Indonesia's country code is 62).
6. Overseas destination was not dialled with +, country code, and/ or area code with the telephone number. E.g. +60 7 323 4567 (Malaysia residence number with country code 60 and area code 7) and +60 16 2345 67890 (Malaysian handphone number with country code 60).
7. No GPRS/ internet coverage at the location. ( Switch off and on your phone and check the default access point of internet)

### ***How to check and activate the internet access point?***

1. Switch off and on your phone.
2. Open the application >> Go to settings >> general settings >> default access point >> options >> change and select access point required.

### ***Why the system sometimes does not work upon returning to Singapore from overseas?***

1. You have not cancelled your divert.
2. "Call From" and "DID Forwarded To" numbers have not been changed to the local numbers.
3. No GPRS/ internet coverage at the location. ( Switch off and on your phone and check to reactivate the default access point)

*Note: Ensure that all settings for local and international usage are set for the system and all calls made become incoming calls. Simply turn off and on your Singapore phone to restart it when system is not working. Check the default access point of internet.*