

## **International Roaming Guide for Blackberry Customers**

Dear Reliance BlackBerry Customer,

We thank you for patronizing our services with the BlackBerry World Edition 8830 / Blackberry Tour 9630 from Reliance Mobile!

We at Reliance Communications are happy and privileged to welcome you into our rapidly growing family!

The BlackBerry World Edition 8830 / Blackberry Tour 9630 can be used for International Roaming on the networks of listed CDMA as well as GSM operators for both voice and data services.

This document has been prepared with a view to provide you with all the information related to International Roaming (IR) with the BlackBerry.

Request you to go through it carefully before you travel abroad.

This document covers the following topics:

➤ <a href="#"><b><u>Pre-Requisites to avail International Roaming</u></b></a>
➤ <a href="#"><b><u>Steps to be performed before going on International Roaming</u></b></a>
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For any further assistance, please feel free to call us on 022- 30336363 or write in to us on [customercare.blackberry@relianceada.com](mailto:customercare.blackberry@relianceada.com)

Assuring you the best of our services always.

Warm Regards  
Head-Customer Care

## Pre-Requisites to avail International Roaming:

(Top)

- International Calling facility should be active for your number.
- All your generated bills should be cleared.
- International Roaming Service usually gets activated within 24 hours of request.
- In case you are visiting a country which is covered under our **CDMA network**,
  - ✓ International Roaming facility should be active for your connection.
- In case you are visiting a country which is covered under our **GSM network**,
  - ✓ Get the International Roaming facility active on the GSM SIM provided by us along with the handset kit.  
In case it is missing, please get in touch with the Customer Care to obtain your new SIM Card.  
Alternatively, you can also step into any of the Reliance World outlets and obtain your new SIM Card.
  - ✓ If you are an individual customer (i.e. you have procured the BlackBerry by yourself), you may step into the nearest Reliance World outlet & request for the above services to be activated.
  - ✓ If you are a Corporate Customer (i.e. your BlackBerry has been procured through your employer), you may request the Key Account Manager or Relationship Manager appointed by Reliance for your organization or your IT administrator.
  - ✓ Once IR is activated, the SIM card needs to be inserted into the BlackBerry World Edition 8830/ BlackBerry Tour 9630.  
The SIM slot can be found inside the back panel cover above the battery.

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## Steps to be performed before going on International Roaming: (Top)

- Please deactivate all call forwards by calling on **\*308** from your Reliance Mobile.
- Refer the list of countries covered under CDMA & GSM coverage from our website [www.rcom.co.in](http://www.rcom.co.in)
- In case you are visiting a country which is covered under our **CDMA network**,
  - ✓ PRL (Preferred Roaming List) should be downloaded **24 hours** before going on roaming (PRL download is **not** required for BlackBerry 9630).

### Steps to download PRL:

1. Post Activating International Roaming, you will receive SMS to download PRL
  2. You can download PRL by sending SMS to 53733 with text "PRL"
  3. The system will automatically identify the band and the handset model and load the correct version of PRL on the IVR
  4. You will receive a SMS "Thank you for confirming. Please dial \*228 after 15 minutes to update the roaming country list on your phone. Reliance"
- In case you are visiting a country which is covered under our **GSM network**,
    - ✓ Ensure that you carry the GSM SIM on which the IR has been activated.
    - ✓ BlackBerry 9630 handset is a World Phone. You will be able to use the IR with the GSM SIM in all the countries covered under GSM network.
    - ✓ BlackBerry 8830 handset is also a World Phone however, you will be able to use the IR with the GSM SIM in the countries where Dual Band handsets are compatible.  
For countries where Tri Band / Quad Band / 3G phones are only supported, we request you to carry a compatible GSM handset to use IR in such countries.

**• For Roaming on CDMA network:**

- ✓ Process to latch on CDMA Network using **Blackberry 8830**
  1. Power on the handset
  2. Go to '**Applications**' option on the main menu. Choose '**Manage Connections**' then
  3. Select '**Mobile Network Options**' from options available, Data services should be **ON**.
  4. Go to **Network Mode** and Select '**1XEV**' option & save
  5. Please wait for couple of minutes till small 1xev becomes capital (**1XEV**)
  
- ✓ Process to latch on CDMA Network using **Blackberry 9630**
  1. Power on the handset
  2. Go to 'Applications' option on the main menu. Choose 'Manage Connections' then
  3. Select 'Mobile Network Options ' from options available, Data services should be ON.
  4. Go to 'Network Technology' and change from Global/GSM to 1XEV.
  5. Please wait for couple of minutes till small 1xev becomes capital (**1XEV**).

**• For Roaming on GSM network:**

- ✓ Process to latch on GSM Network using **Blackberry 8830**
  1. Power on the handset
  2. Go to '**Applications**' option on the main menu. Choose '**Manage Connections**' then
  3. Select '**Mobile Network Options**' from options available, Data services should be **ON**.
  4. Go to Network Mode and Change from Global / 1XEV to **GSM**.

In case the handheld device does not show gsm /gprs or 1x in capitals then,

1. Change the Network Selection mode from 'Automatic' to 'Manual'
2. A list of operators will be available for selection. The desired network for service can be chosen from available networks through manual selection. To enjoy both voice and data services, please select the network mentioned in our list of partner network operators
3. Please wait for couple of minutes till small gsm/gprs becomes capital (GSM/GPRS).

- ✓ Process to latch on GSM Network using **Blackberry 9630**
  1. Power on the handset
  2. Go to '**Applications**' option on the main menu. Choose '**Manage Connections**' then
  3. Select '**Mobile Network Options**' from options available, Data services should be **ON**.
  4. Go to '**Network Technology**' and Change from Global /1XEV to **GSM/UMTS**.
  5. Go to Network mode and change it to **3G - 2G**

In case the handheld device does not show gsm /gprs or 1x in capitals, then

1. Change the Network Selection mode from 'Automatic' to 'Manual'
2. A list of operators will be available for selection. The desired network for service can be chosen from available networks through manual selection. To enjoy both voice and data services, please select the network mentioned in our list of partner network operators.
3. Please wait for couple of minutes till small gsm/gprs/edge becomes capital (GSM/GPRS/EDGE)

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**Dialing Pattern:**[\(Top\)](#)

- **Roaming on CDMA network (USA)**, please follow dialing pattern as mentioned below:

<b>Dialing inside the visited country</b>
To Landline: <National access Code> <Area code> < Telephone number>
To Mobile: < National access Code > <Mobile number>
<b>Dialing outside the visited country</b>
To Landline: <International access Code> <Country code> <area code> <telephone number>
To Mobile: <International access Code> <Country code> <Mobile number>

- **Roaming on GSM network (For Rest of the World)** please follow the dialing pattern as mentioned below:

<b>Dialing inside the visited country</b>
To Landline: +<Area code> < Telephone number>
To Mobile: +< Mobile number>
<b>Dialing outside the visited country</b>
To Landline: +<Country code> <area code> <telephone number>
To Mobile: +<Country code> <Mobile number>

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**Tariffs:**[\(Top\)](#)

- Security Deposit: Upto Rs.7000/-  
Post deactivation of International Roaming, the deposit amount will be adjusted against your bills
- Monthly Rentals: Rs.150/- per month charged on pro-rata basis
- For detailed call rates, please refer our website [www.rcom.co.in](http://www.rcom.co.in)

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**Do's & Don'ts for International Roaming**[\(Top\)](#)**Do's:**

- We request you to call us at \*363 or 30336363 or,  
Email at [Customercare.Blackberry@relianceada.com](mailto:Customercare.Blackberry@relianceada.com) 24 hrs before travelling in order to ensure avoid any inconvenience during Roaming
- Always carry your travel charger / Desktop Manager CD / SIM / holster / jacket and all other accessories of BlackBerry World Edition 8830/BlackBerry9630 to avoid inconvenience while travelling
- Refer our website [www.rcom.co.in](http://www.rcom.co.in) for updated list of CDMA & GSM network operators
- **Roaming on GSM network:** Please ensure that the activated SIM card is inserted into the SIM slot prior to your travel.
- **Roaming on CDMA network:** Please donload PRL on your handset (Except 9630) before going abroad

**Don'ts:**

- Please do not select GSM or global when you are in India. In India you will be always be connected to the Reliance CDMA network (1X / 1XEV)

- Please do not give your BlackBerry world edition 8830 service / BlackBerry9630 for repair at any unauthorized outlets

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## **Blackberry Service Availability List**

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Please find the list of roaming Partners / countries .The list is updated regularly. We request you to carry a print out of the latest list prior to international travel. The updated list is available in our website [www.rcom.co.in](http://www.rcom.co.in)

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## **Always Available Customer Care Assistance during Roaming:**

[\(Top\)](#)

- When your are in India, you may call us on **022- 30336363 / \*363**
- When abroad, please call on **91-22-30336363**
- You may also write to us at [Customercare.Blackberry@relianceada.com](mailto:Customercare.Blackberry@relianceada.com) or
- Visit us at [www.rcom.co.in](http://www.rcom.co.in)

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## **Steps to be performed after coming back from Roaming:**

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After retuning back to India, please follow these steps:

1. Select the '**Options**' menu and go to '**Mobile Networks**'
2. Click on '**Data Services**' and select **Off** to switch off the data services
3. Go to '**Network Mode**' and Select '**IXEV**' option & save
4. Go to '**Network Selection Mode**' and select '**Home Only**' option & save
5. Again go to '**Data Services**', select '**ON**' & save to switch on the data services