



MARITIME MOBILE COMMUNICATION

ON-WAVES MARITIME ROAMING SERVICE





Q1. What do I need to do to access the Roaming Service?

The On-Waves network works with both GSM and CDMA handsets. In order to access the roaming service, your home network must have a roaming agreement in place with On-Waves and your home network must have enabled International Roaming on your subscription. Your phone should automatically register on the On-Waves network if these conditions are met. In some cases, you may need to manually configure your phone to enable international roaming.

Q2. How will I know if I am roaming on the On-Waves Maritime Service?

On-Waves has a unique maritime network code. Depending on your phone, the display may read “IS-08”, “274-08” or “On-Waves”. This means you are roaming on the On-Waves maritime service and will be charged retail maritime rates by your home network. Retail rates are set by your home network.

Q3. I am not sure if I have International Roaming enabled on my subscription from my home GSM carrier. What can I do?

If you have not contacted your carrier before departure, you may be able to reach them while abroad to request activation of international roaming.

Q4. I am a Verizon Wireless customer. What do I need to do to be certain I can access roaming?

Verizon Wireless subscribers should confirm that their Verizon calling plan is enabled for international roaming. The feature «I-Dial » is required. Passengers should contact Verizon customer care prior to departure to confirm they have this feature enabled on their plan. Verizon Wireless customers should also ensure they have the most recent list of approved roaming partners, called a PRL, downloaded to their phone. To do so, a Verizon Wireless customer, PRIOR TO DEPARTURE, should dial *228 and then select Option 2 (« Upgrade Roaming Capabilities »). The latest roaming partner list will be automatically downloaded to the phone.

Q5. How do I know if my phone is connected to the On-Waves maritime service or a land-based mobile phone network?

A GSM handset will display “On-Waves”, “IS-08” or “274-08” if you are registered on the On-Waves maritime service. Otherwise, your phone has registered on a land-based mobile phone network and roaming charges set by your home network for that country will apply.

Q6. I had an On-Waves signal earlier, but now I do not receive the On-Waves signal?

The On-Waves maritime network is controlled by a GPS system that automatically disables the vessel’s On-Waves system as it nears port. It is possible that the On-Waves system has been disabled for this reason.

On-Waves mobile phone traffic is carried over the vessel’s satellite link. Any disruptions in the satellite signal may cause an interruption in mobile phone service as well.



PRICING & BILLING

Q7. What does it cost to use the On-Waves maritime service? How will I be billed?

Your home network sets the price to roam onto the On-Waves maritime network. Please check with your home mobile phone carrier for current pricing. Neither On-Waves nor the cruise/ferry line directly charges a passenger for roaming service. Your home network sets the price for maritime roaming and all roaming charges will be included on your monthly bill in the same manner as terrestrial roaming charges. In some cases it may take up to 60 days for maritime roaming charges to appear on your monthly bill.

USING ON-WAVES SERVICES

Q8. How does Text Messaging (SMS) work?

Text Messages (SMS) are sent and received like on land. As with voice calls, you need to dial using the Country code.

Your home network sets the retail price. In many cases, your home network will not charge to receive a Text Message, only to send one. You should confirm your home network's maritime Text Message pricing prior to departure.

Q9. I have a iPhone/Blackberry/Smartphone/etc... Is data roaming supported?

For GSM phones, On-Waves supports both GPRS and the faster EDGE data service provided your home network has a data roaming agreement in place with On-Waves.

On-Waves supports CDMA data roaming for Verizon Wireless subscribers.

Q10. Can I call a U.S. toll-free number? Am I charged to call my home network's customer care line?

800/888/877/866 numbers may be called, but standard maritime retail pricing will apply to these calls, i.e. they are not toll-free. Similarly, short code calls to your home network's customer care and directory assistance numbers may work, but these will be charged as if you made a call to your home country. Emergency short-code calling (e.g. 911) is not supported.

Q11. How does Voice Mail work while roaming on the On-Waves network?

Voice mail retrieval is supported and retail pricing for voice-mail receipt and retrieval is set by your home network. Some home networks will not charge you for messages received from unanswered calls to your phone while roaming. Calls to retrieve voice mail will most likely be charged the standard retail price for a maritime roaming call back to your home country. Please check with your home network to confirm pricing related to voicemail.



DIALING OUTGOING CALLS

Q12. How to dial an outgoing call on the OW maritime service?

* For U.S. **GSM roaming**, calls to the U.S./Canada can be dialed as follows:

- Plus Code: “+” - Country Code - National number (e.g.: +1-206-444-9999)
- 11 Digit Dialing: 1 - Area Code – XXX -- YYYY
- 10 Digit Dialing: Area Code – XXX – YYYY

* For **CDMA roaming (Verizon Wireless, Sprint, US Cellular & Alltel)**, calls to the U.S./Canada can be dialed as follows:

- 11 Digit Dialing: 1 - Area Code – XXX--YYYY
- 10 Digit Dialing: Area Code – XXX – YYYY

* To call destinations **outside** of the U.S./Canada, please dial:

- GSM: + Country Code – City Code – Local Number
- CDMA: 011 – Country Code – Area Code –Local Number