

## Roaming Tips

If you are considering traveling abroad, the points below will assist you in selecting the preferred network for your trip & best roaming rates;

### Network Selection

- Please visit: [www.e-services.com.bh/eServices/OutBound\\_Tariff.aspx](http://www.e-services.com.bh/eServices/OutBound_Tariff.aspx) for information on Roaming Partners, Call Rates and SMS/MMS/ GPRS Charges.

### Data settings on mobile phones

To turn off Blackberry Data Services (Email & BBM) while roaming from your device:

- Click on the “**Manage Connections**” icon followed by “**Mobile Network Options**” and
- Click Data Services “**Off**” While Roaming.

To turn off Data services on your iPhone while roaming from your device;

- Select “**settings**” following by “**General**” then “**Network**” and set “**Data Roaming**” Off.

### Data Usage (O-net & GPRS)

- Make sure you have data roaming services by checking via 196 or visiting any Batelco retail Shops.
- Inclusive data threshold applies locally only.
- Roaming relies on the telecommunications systems of foreign networks, over which we have no control. Therefore, we may not be able to notify you in time if you exceed your BD credit limit.
- Unified GPRS rates in all GCC countries, check to the following link for each country’s rates and operators [https://www.e-services.com.bh/eServices/OutBound\\_Tariff.aspx](https://www.e-services.com.bh/eServices/OutBound_Tariff.aspx) .
- Some applications on your phone might be set on Automatic updates or notifications therefore adding to your roaming charges. We advise you to disable these features to minimize roaming charges

### **Mobile Postpaid & Blackberry Services**

- Inclusive minutes and SMS applies locally only.
- Roaming relies on the telecommunications systems of foreign networks, over which we have no control. Therefore, we may not be able to notify you in time if you exceed your BD credit limit.
- Batelco World Freedom: Enjoy free incoming calls while roaming with selected partners in Europe, Africa and the Middle East including Saudi Arabia, Jordan, Iraq and Sudan.
- Receiving calls are cheaper than making calls.
- If your SIM card is blocked, damaged or lost, or if you have any other problems, please contact Batelco Mobile helpdesk on **+97339611196**. We are available 24 hours a day to assist you.
- To make local or international calls while in roaming, dial the same way local users in that country would (ex. USA 857-919-4164).
- If you want to make an international call but do not know the International Access Code of the country you are visiting, you may enter '+' which all GSM networks will automatically translate into the relevant International Access Code.

### **Mobile SimSim**

- All roaming charges for outgoing and incoming calls will be directly deducted from your call credit balance.
- For balance enquiry: Dial **\*122#** then press **SEND**.