



FAQ's – On-Waves Maritime Roaming Service

Q: What do I need to do to access the Roaming Service?

There are several requirements in order to roam on the On-Waves (OW) maritime service. One, you must have a compatible phone. Two, your home network must have a roaming agreement in place with OW. And three, your home network must have enabled International Roaming on your subscription. Your phone should automatically register on the OW network if these conditions are met. In some cases, you may need to personally configure your phone to enable international roaming.

Q: How will I know if I'm roaming on the On-Waves Maritime Service?

On-Waves has a unique maritime network code. Depending on your phone, the display should read "IS-08", "274-08" or "On-Waves". This means you are roaming on the OW maritime service and will be charged retail maritime rates by your home network. (As of Jan. 2009, AT&T and Verizon websites list retail maritime roaming prices at \$2.49/minute for a call to/from the U.S. These prices are set by the carriers and subject to change at anytime.)

Q: I'm not sure if I have International Roaming enabled on my subscription from my home GSM carrier. What can I do?

You should contact your carrier before you depart to enable International Roaming. With some GSM carriers, you may be able to contact your carrier from overseas to request the International Roaming feature be added to your subscription.

Q. I'm 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 account.

Verizon Wireless customers should also ensure they have the most recent list of approved roaming partners, called a PRL, downloaded to their phone. While Verizon Wireless downloads this automatically on a regular basis, a VZW customer should download these themselves prior to departure. 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.

Q: Will any mobile phone work on the OW network?



The On-Waves maritime service operates in the 1900 Mhz band. Virtually all North American GSM mobile phones are compatible with this band. Virtually all non-North American tri-band phones and all quad-band GSM phones are compatible with 1900 MHz service. Most U.S. CDMA phones are dual-band 800/1900 Mhz.

Q: What does it cost to use the OW maritime service? How will I be billed ?

Your home network sets the price to roam onto the OW maritime network. Please check with your home mobile phone carrier for current pricing. Neither OW nor the cruise 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.

Q: How do I know if my phone is connected to the OW maritime service or a land-based mobile phone network?

The handset display will read "On-Waves", "IS-08" or "274-08" if you are registered on the OW 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.

Q: I had an OW signal earlier, but now I do not receive the OW signal?

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

Q: How does SMS (Text Messaging) work?

SMS (Text Messaging) are sent and received just like on land. As with voice, your home network sets the retail price for SMS on the OW system. In many cases, your home network will not charge to receive an SMS, only to send one. You should confirm your home network's maritime SMS pricing prior to departure.

Q: I have a Blackberry/iPhone/G1/etc.. – is data supported?

For GSM phones, OW supports both GPRS and the faster EDGE data services, provided your home network has a data roaming agreement in place with OW. Most GSM roaming agreements at this time include both voice and data roaming. We will not support CDMA data roaming at launch in January, but expect to implement this in the near future.

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



800/877/866 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.

Q : How does Voice Mail work while roaming on the OW network ?

Voice mail service is supported. Retail pricing for voice-mail receipt and retrieval is set by your home network. In most cases, your home network 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.

Q: 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 (e.g. Verizon Wireless)**, 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 – National number
- CDMA : 011 – Country Code – National number