

User Guide for SmartRoam Service

A. Service Description

Whiz SmartRoam service allows a user to be contactable via his existing hand phone numbers when he is overseas. Instead of paying high-price IDD charges levied by mobile operators plus roaming charge each time the user answers an incoming call, Whiz SmartRoam service bills user at a fraction (typically less than 40%) of such charges.

The only requirement a user needs to do in order to save money using Whiz SmartRoam service is the need to own an overseas telephone number. For example, a user who travels to China frequently may purchase a China prepaid SIM card. Let's call this "**Contact Number**" in our descriptions.

A Singapore local eight-digit number will be assigned by Whiz Comms to each registered handphone number. Let's call this **DID number** for easy reference.

B. Operating procedure

1. Divert local handphone number to DID number before you travel.

Enter the following codes into your handphone:

****21* <DID No>#<CALL>**

(This will divert all voice calls to the <DID No>)

e.g. To divert a handphone to a fixed-line number
63471234 Enter:

****21*63471234#<CALL>**

2. Inform Whiz customer service, the Contact Number that will be associated with the DID Number.
3. Just turn on the handphone containing the registered Contact Number when you arrive at your destination, and you are ready to receive incoming calls from callers who dial your Singapore handphone number.
4. Repeat steps 2 and 3 when travelling to another country. Of course the Contact Number in this case will be the number from that country.

NOTE: Enter the following codes into your handphone to turn off call divert
#21#<CALL>