



Fido is your passport to the world

- > In Canada
- > Across the U.S.
- > In over 180 countries around the world

Thanks to Fido's GSM roaming agreements and to the introduction of new rates based on six international roaming zones, monthly airtime package subscribers enjoy:

- > The most extensive worldwide coverage
- > Competitive rates
- > Reliable service at home and abroad

Wherever you travel, make sure to take along your Fido and this helpful travel guide.



Before you leave

U.S. travel

You don't have to call Fido® Customer Service before you leave to activate U.S. roaming—it's automatically activated with your monthly airtime package. All Fido handsets can be used south of the border and some handsets even include the 850 MHz band, giving you even more coverage.

International travel

1. While roaming abroad you'll be able to place calls to North America, as well as calls within the country where you're roaming. Also, you'll be able to receive calls from Canada. If you plan to place an international call anywhere in the world except to North America while roaming, you'll need to contact one of Fido's representatives at 1 888 481-FIDO (3436) to validate your eligibility. Available to monthly airtime subscribers only. Some conditions apply.
2. Check to see if Fido has a roaming service in the country you'll be visiting. Since Fido frequently adds new countries, visit fido.ca for the latest information.
3. Make sure your handset works on the right frequency band for your destination. If you don't have the right handset, you can buy one from Fido or rent one and use your Fido smart card in it.
4. Don't forget to bring an electrical adapter or converter that will work in the country you'll be visiting; that way, you can charge your handset battery as needed.

Where you can use your handset

Type of handset	Band	Countries where the handset works
Ericsson T18z, Mitsubishi G310, Motorola V2282, Nokia 3390, 5190, 6190, 6340, 7190, 8390	Single-band (GSM 1900)	Antigua and Barbuda, Argentina, Aruba, Bahamas, Barbados, Belize, Bermuda, Bolivia, Canada, Cayman Islands, Chile, Colombia, Dominica, Dominican Republic, El Salvador, Grenada, Jamaica, Mexico, Paraguay, Peru, Puerto Rico, St. Lucia, St. Vincent and the Grenadines, United States, and U.S. Virgin Islands.
Ericsson T28w, Nokia 8890	Dual-band (GSM 900/1900)	Canada and all countries where Fido roaming is available, except Costa Rica, Ecuador, Japan, Montserrat, Panama, South Korea, St. Kitts and Nevis, Trinidad and Tobago, and Turks and Caicos Islands.
LG 9200, N-Gage QD, Nokia 6340i, Nokia 6030, Nokia 3390b, Siemens A56, Sony Ericsson T237, T290a	Dual-band (GSM 850/1900)	Anguilla, Antigua and Barbuda, Argentina, Aruba, Bahamas, Barbados, Belize, Bermuda, Bolivia, Canada, Cayman Islands, Chile, Colombia, Dominica, Dominican Republic, Ecuador, El Salvador, Grenada, Jamaica, Montserrat, Mexico, Panama, Paraguay, Peru, Puerto Rico, St. Kitts and Nevis, St. Lucia, St. Vincent and the Grenadines, Turks and Caicos Islands, United States (with access to additional GSM 850 coverage), and U.S. Virgin Islands.
hiptop, hiptop ² , Fido world PC card, Motorola L7089, P280, V66, V60i, Nokia 3100, 5100, 7210, Siemens C65, CF62, M55, S55, A65, Sony Ericsson P800, P900, P910i, T200, T300, T310, T610, T68i, Z200, Z600	Tri-band (GSM 900/1800/1900)	Canada and all countries where Fido roaming is available, except Ecuador, Japan, Montserrat, Panama, St. Kitts and Nevis, South Korea, and Turks and Caicos Islands.
LG 1300i, 1400, 2000, Nokia 3100b, 6020, 6670, 8801, Motorola V360, K300a, Sony Ericsson T616, Z500	Tri-band (GSM 850/1800/1900)	Anguilla, Antigua and Barbuda, Argentina, Aruba, Bahamas, Barbados, Belize, Bermuda, Bolivia, Brazil, Canada, Cayman Islands, Chile, Colombia, Costa Rica, Dominica, Dominican Republic, Ecuador, El Salvador, Grenada, Jamaica, Montserrat, Mexico, Panama, Paraguay, Peru, Puerto Rico, St. Kitts and Nevis, St. Lucia, St. Vincent and the Grenadines, Trinidad and Tobago, Turks and Caicos Islands, United States (with access to additional GSM 850 coverage), U.S. Virgin Islands, and in over 50 other countries where the 1800 MHz band exists.
Motorola V180, V190, V235, V400, RAZR V3, L2, Samsung SGH-D407, SGH-x497, Sony Ericsson Z520a	Quad-band (GSM 850/900/1800/1900)	Canada and all countries where Fido roaming is available, except Japan and South Korea.
Rental only	W-CDMA (3G)	Japan
Rental only	CDMA	South Korea

Note: Dual-band 900/1900 or tri-band 850/1800/1900 handsets won't necessarily give you access to all Fido GSM partner networks in a given country. Tri-band 900/1800/1900 or quad-band 850/900/1800/1900 handsets give you access to all GSM partners operating on 900 or 900/1800 bands.



Japan and South Korea

You can roam in Japan and South Korea with your Fido. Since the two countries don't have GSM networks, all you have to do is rent a special handset and insert your Fido smart card. It's as simple as that.

For more details on roaming in these two countries, visit fido.ca.

When you get there

When you arrive at your destination, follow these simple steps to start roaming:

1. Switch on your handset. It will automatically scan for available networks and register on a Fido GSM roaming partner network. This can take up to a minute the first time you use it. Once the name of the GSM partner appears on the display, you can make and receive calls, as well as use your other services.
2. If, after completing the above step, your handset still doesn't register on a partner network, perform a manual network selection using your handset menu. Just follow the steps outlined in the *Manually selecting networks* section of this guide.

If you have a Motorola tri-band handset, you might need to manually switch the handset to the 900/1800 frequency band for roaming in most countries. (This step isn't necessary if you're roaming in one of the single-band countries listed above.)

Changing bands on your Motorola tri-band handset

Motorola tri-band handsets

- > Go to **Menu**.
- > Select **Settings**.
- > Select **Other Settings**. (Not applicable on all models.)
- > Select **Network**.
- > Select **Network Setup**.
- > Select **Change**.
- > Select **900/1800**. (Or Europe/Asia on some models.)
- > Select **Done**.

Note: You'll need to switch your Motorola handset back to the 1900 band when you return to Canada.

Making calls

From the U.S., Bermuda, and most of the Caribbean

Dialing patterns for the U.S. and other countries that share the North American numbering plan are similar to Canadian dialing patterns.

Local calls	Long-distance calls	International calls
Enter the three-digit area code + the seven-digit phone number	Enter "1" + the three-digit area code + the seven-digit phone number	011 (or the + symbol) + the country code + the area code + phone number
Example: Calling Los Angeles from Los Angeles Enter 213 XXX XXXX	Example: Calling Toronto from Bermuda Enter 1 416 XXX XXXX	Example: Calling Paris from New York Enter 011 33 1 XX XX XX XX or +33 1 XX XX XX XX

Note: To make calls to countries other than Canada or the U.S. while in the U.S. or abroad, you need to activate international calling service. Contact Fido Customer Service at least two business days before your departure. There are no activation charges or monthly fees—all it takes is a quick call. Some conditions apply.

From abroad

Dialing patterns vary from country to country but are fairly straightforward:

Calls within the country	International calls
[area/city code] + [local number] Example: Calling London, U.K. from Manchester, U.K. Enter 0207 XXX XXXX	[+ symbol] + [country code] + [area/city code] + [local number] Examples: Calling Vancouver from Hong Kong Enter +1 604 XXX XXXX Calling Berlin from Rome Enter +49 30 XXX XXXX
Note: For some countries, you need to add a 0 before the area/city code, which gets dropped when calling the same number from overseas. Calling the same number as above from Canada would be dialed as 011 44 207 XXX XXXX or +44 207 XXX XXXX	Tip: When calling home to Canada, remember that Canada's country code is 1.

Using the + symbol instead of the international dialing code

Every GSM network in the world, including Fido's network, allows you to replace the international dialing code used when making international calls with a simple universal code—the +. That way, you don't have to remember the many numerical international dialing codes used around the world. (e.g., 011 from Canada and U.S., 00 from many parts of Europe, etc.) The + replaces them all.

To get the + symbol on your handset when entering the number you want to call:

Type of handset

Ericsson, LG, Mitsubishi, Motorola, Samsung, Siemens and Sony Ericsson	Press and hold down the 0 key until the + appears on the display.
Nokia	Press the * key twice in rapid succession until the + appears on the display.

Tip: It's a good idea to format all your frequently called numbers in your phone book with the + included. Don't worry about calling the numbers in that format while in Canada. Fido's network will always route the calls correctly, even Canadian telephone numbers formatted with the + and the 1.

Receiving calls

Once you're on a GSM roaming partner's network, you can receive calls as you would at home. You can be reached at your Fido number almost anywhere in the world.

Call Display

If you subscribe to Call Display, the service will also work outside Canada, with one minor difference. When the number is displayed while overseas, you'll see it in an international dialing format. This allows you to return the call without having to re-key the number.

Example: If you're in the U.K., a Toronto number may appear as +1416XXXXXXX or 001416XXXXXXX.

Note: When you're outside Canada, the number may not be displayed for every call. This is often the case when you're roaming outside North America.



Manually selecting networks

Because Fido has more than one GSM roaming partner in most countries, you may want to decide which one to use. Just follow the steps that correspond to the type of handset you're using (shown below).

Note that most handset types give you the option of placing the handset in *Automatic* or *Manual* selection mode. When in *Automatic* mode, the handset will automatically switch from network to network depending on the best signal level.

When in *Manual* mode, the handset will not switch from network to network unless you choose to switch networks. Consult your handset user guide to find out how to change the network selection mode.

Ericsson T28w/Sony Ericsson T200	LG 1300i, 1400, or 2000
> Press the navigation key to access the menu. > Select Settings and press Yes . > Select Networks and press Yes . > Select Select network and press Yes . > Select the network you want to use. > Press Yes .	> Go to Menu . > Select Settings . > Select Connections . > Select Network Selection . (Choose desired network.) > Press Select .

Motorola V66, V60i, V180, V235, V360, V400, P280 or RAZR V3	Nokia handsets
> Go to Menu . > Select Settings . > Select Other Settings . (This step isn't necessary with some models.) > Select Network . > Select Available Networks . > Press Search . > Select the network you want to use from the list. > Press View . > Press Registr .	> Go to Menu . > Select Settings . > Select Phone Settings or Network . > Select Operator . > Select Manual . > Choose Operator . > Press Select .

Samsung SGH-x497	Siemens A56, C65, CF62, M55, S55 or A65
> Go to Menu . > Select Settings . > Select Network Services . > Select Network Selection . > Select Manual . > Press Select .	> Go to Menu . > Select Setup . > Select Network . > Select Choose network . > Select the network you want to use from the list. > Press Select .

Sony Ericsson handsets

- > Select **Menu**.
- > Select **Settings**.
(or **Connect** on certain models.)
- > Select **Connectivity**.
(**Network** or **GSM Network** on some models.)
- > Select **Mobile Network**.
(Not required on all models.)
- > Select the network you want to use.
- > Press **Yes**.

Accessing your Fido Voice Messaging

To listen to your messages from your Fido, simply press and hold down the 1 key for a few seconds and your handset will call your Voice Messaging.

Please note that when calling your Voice Messaging from overseas, you may be prompted to enter your 10-digit Fido number before reaching your messaging options. If this occurs, simply follow the voice prompts.

If holding down the 1 key doesn't work, simply call the number corresponding to your Fido Home Area:

Fido Home Area	Voice Messaging access number
British Columbia	+1 604 618-1123
Alberta, Saskatchewan	+1 403 714-1123
Manitoba	+1 204 952-1123
Southern Ontario	+1 416 822-1123
Quebec, Eastern Ontario, Atlantic Canada	+1 514 992-1123

Note: Just like in Canada, you'll receive a text message whenever there's a new voice or fax message in your Voice Messaging mailbox.

Call Forwarding

To make sure your calls are forwarded to your Voice Messaging when you're unable to take calls, forward them to the easy-to-remember number **3436** (FIDO), just as you would at home.

You can also forward calls to numbers other than Voice Messaging. When you program the forwarding number on your handset, just remember to put it in the international dialing format with the + included.

Tip: Learn the difference between "conditional" call forwarding and "unconditional" call forwarding to make sure you receive calls as needed and to save on international roaming charges. Refer to fido.ca for details.



Sending and receiving text or e-mail messages

You can send and receive text or e-mail messages and use your SMS short codes while outside Canada just as easily as you can at home. When sending text messages while overseas, just remember to enter the destination mobile phone number in the international dialing format with the + included.

Example: To send a text message to a Calgary mobile subscriber, enter +1403XXXXXXX.

Data transmission, mobile Internet, and Picture Messaging

You can use these services on select GSM partner networks, provided you have a mobile Internet-enabled handset or a PC card that works on the frequency band of the partner networks. For Picture Messaging, you'll require a compatible handset. Visit fido.ca for a complete list of countries where you have access to mobile Internet, as well as a list of Picture Messaging-enabled handsets.

Roaming rates

U.S. travel

Any call received or made to any number in Canada or the U.S. is charged at competitive rates. Calls made or received while in the U.S. are rounded to the next minute. Calls made to numbers outside Canada or the U.S. are charged at the international rates of the local U.S. GSM operator.

International travel

Fido introduces six international roaming zones that make you benefit from one flat rate in each zone, making your communications and your invoice a whole lot simpler.

Contacting Fido while outside Canada (free of charge from your Fido)

From the U.S., call 611* or 1888 481-FIDO (3436) or 1514 933-FIDO (3436). From all other countries, call +1 514 925-4590.

Weekdays from 7:00 a.m. to 0:00 a.m.
Weekends from 8:00 a.m. to 9:00 p.m.
(Eastern Time)

Certain conditions apply. Only offered to monthly airtime package subscribers. Fido cannot guarantee that 911 or other operator-emergency services or certain services offered by our partners while abroad such as Call Display, Call Forwarding, Text and Picture Messaging and others will be available wherever you travel. Fido reserves the right to change or withdraw the products and services described in this pamphlet at any time without prior notice. Fido is a registered trademark of Fido Solutions Inc.

*Calls made to 611 while travelling in the U.S. will be transferred to our roaming partner responsible for that particular zone.

