

PURDUE UNIVERSITY

IT-TELECOMMUNICATIONS

CELLULAR PHONES

INTERNATIONAL PHONES

FREQUENTLY ASKED QUESTIONS

NEXTEL WORLDWIDE

(2 in 1 phone – Carry 1 phone for Domestic and International Use)

Q1: How does the i2000plus work in foreign countries?

A1: The i2000plus is the world's first digital dual-mode wireless phone containing software that allows it to work on two digital frequencies, the iDEN 800 MHz and GSM 900 MHz networks. The iDEN network covers the U.S. and South America; GSM covers most of Europe, Asia and Africa.

Q2: How do I recharge the battery when I'm abroad?

A2: Your i2000plus comes with a Universal Charger which can be used both in the US and internationally.

Q3: What is a SIM Card?

A3: The Subscriber Identity Module (SIM) Card is a small (about 1" square) piece of plastic with a computer chip embedded in it. This computer chip has functional and administrative information that is critical to the functioning of the i2000plus. The i2000plus will not function without this computer chip. Some information is resident and proprietary to this computer chip and cannot be changed.

Q3: What is a SIM PIN?

A3: The SIM Personal Identification Number (SIM PIN) is a four-to-eight digit numeric or password. You may change the SIM PIN number or disallow the requirement for its use altogether by use of a new menu option.

Q4: I can't remember my PIN Number, and I tried to enter it three times and now my phone says "PIN Blocked Call Service Provider." What should I do?

A4: Utilize the PIN Unblocking Key (PUK) number. This is a permanently assigned number to each phone. Each customer will get 10 incidental attempts to utilize the PUK identifier at which time the SIM Card will permanently disable itself, requiring replacement. If you can't remember your PUK, please call Nextel Worldwide Customer Care at 1-360-662-5202 for assistance. If you enter the PUK successfully before 10 attempts, the phone then prompts you to enter a new PIN and you will have 10 new attempts to enter the PUK if you forget your PIN again the future.

Q5: Is my Voice Mail going to work while I'm overseas?

A5: Yes, your calls will be forwarded to your Nextel Network Mailbox.

Q6: Will I be able to use my personal Phone Book while overseas?

A6: Yes, provided that you have programmed a "+" before every phone number in your alias list.

Q7: Who do I call with any problems I have while abroad?

A7: Call your HOME NETWORK Nextel Worldwide Customer Care Center for all your service needs when roaming. The Nextel Worldwide Customer Care Center will be available 24 hours a day, seven days a week and is accessible by dialing 1 360-662-5202 (for U.S. customers) from any location both domestically and internationally. All calls are free if made from your Nextel phone.

Q8: I lost my SIM Card. What should I do?

A8: It is important to be careful when removing a SIM card from your Nextel phone. Only authorized Nextel service centers provide replacement SIM cards. Call [IT-TEL Customer Service/44719](tel:1-765-494-4719) for assistance or if after office hours The Nextel Worldwide Customer Care Center will be available 24 hours a day, seven days a week and is accessible by dialing 1 360-662-5202 (for U.S. customers) from any location both domestically and internationally. All calls are free if made from your Nextel phone.

Q9: When I am traveling internationally, why does the name of another operator appear on my phone display?

A9: When you are not on Nextel's U.S. network, the host network name is viewable whenever you power-up the phone. In countries where there are multiple iDEN or GSM networks, you will have the added capability to choose between these networks. If you do not wish to select networks, the phone will automatically select the network based on signal strength.

Q10: What rates will I pay when I visit each country?

A10: The international calling rates fluctuate by country when roaming internationally.

View country listing and rates:

For calls made from the continental United States:

http://www.nextel.com/phones_plans/plans/internationalrates.shtml

For calls made from the country of destination:

http://www.nextel.com/services/worldwide/coverage/country_list.shtml

Q11: In which countries can I use my Worldwide phone?

A11: Please view country listing:

http://www.nextel.com/services/worldwide/coverage/country_list.shtml

Q12: How do I know that there will be coverage within the cities where I'll be traveling?

A12: Select the coverage map for the country you're visiting from our country listing Page: http://www.nextel.com/services/worldwide/coverage/country_list.shtml

Q13: Can I use Nextel Two-Way Messaging service on my phone when I travel abroad?

A13: You may receive, but not send, text messages on your phone when you travel internationally. However, to do so, you must change your messaging preference prior to leaving the United States.

Q14: What happens if I lose my rented Nextel i2000 Int'l phone while traveling?

A14: You must notify [IT-TEL Customer Service @ 1-765-494-4719](tel:1-765-494-4719) for assistance.

VERIZON WIRELESS
INTERNATIONAL TRAVELER
*(International Only – **NOT** for Domestic Use)*

Q1: Will my Verizon Wireless phone work when traveling abroad?

A1: If you have a Verizon Wireless tri-mode phone, you can use it to make or receive calls in Canada, Puerto Rico, Mexico and South Korea. Please see the FAQ topic [Roaming and Traveling - International](#) for important details on the equipment and service requirements to roam internationally with your Verizon Wireless tri-mode phone.

If you are traveling to Europe, Asia, Australia, the Middle East, Africa and parts of South America you will need to rent an international phone through [IT-TEL Customer Service/44719](#).

Q2: Where can I use my International phone?

A2: Service is available in areas (outside of the United States) where Global Systems for Mobile (GSM) and Personal Digital Cellular (PDC) technology is utilized - in [Europe](#), [Former USSR States](#), [Asia](#), [Middle East](#), [Africa](#), [Australasia](#), and the [Americas](#). Click on "Service Availability" for details.

Q3: What is a SIM Card?

A3: SIM stands for Subscriber Identification Module. The SIM card is a chip containing your GSM number and other account specific information.

Q4: What accessories are included with the phones?

A4: Each International phone comes with an international (universal) electrical adapter for you to use in any country in conjunction with the U.K. phone charger that is provided.

Q5: What happens if I lose my rented International phone while traveling?

A5: You must notify [IT-TEL Customer Service @ 1-765-494-4719](#) immediately. If after office hours, please do the following:

- 1) Must notify Rent-a-Phone Customer Service at the number provided in the phone travel packet immediately.
- 2) A replacement phone can be shipped to the country you are traveling to.
- 3) You will be responsible for certain charges.

Q6: If I lose my rented International phone or an accessory item, will a replacement be shipped to me while I am traveling?

A6: A replacement can be shipped to the country you are traveling to and you will be charged the shipping and replacement price. You will be responsible for certain charges.

Q7: Will there be a call forwarding charge on my Verizon Wireless bill when I forward calls to the Rent-a-phone access code?

A7: Call forwarding charges may apply in accordance with your Verizon Wireless bill.

Q8: Are there any long distance charges in addition to the airtime rate?

A8: No. You will not be billed for any additional long distance charges.

Q9: Do I pay for incoming calls received while I am in the United Kingdom and Japan?

A9: No. Incoming calls are FREE while you are in the UK (mainland) and Japan.

International Traveler Country Coverage:
<http://www.verizonrentaphone.co.uk/countryList.asp>