



FLEXIROAM CUSTOMER CARE SHEET

Here is a quick guide to help you get started with your FLEXIROAM SIM CARD:

- Open the pack and follow the steps, **EXACTLY** as outlined in the guide. (Note, do NOT insert the SIM into your phone until you arrive at STEP 4).
- Want to see if the country you are visiting is covered? Explore the coverage tab which is located at base of the screen in the Flexiroam app). Simply search country!
- Data plans:
 - To add a data plan simply click “Get DATA plan” on the home screen
 - You have 2 options – LOCAL plans & GLOBAL plans (found on the upper tabs)
 - The **LOCAL** plans are specific to one country or region are useful if visiting one country. Tip: It’s cheaper to purchase a LOCAL plan than a GLOBAL plan
 - **GLOBAL** plans simply means that you will have data in any of the 150 countries that is covered by Flexiroam (useful for long layover’s / connecting flights). **Global plans are to be selected if the country you are traveling to is NOT covered in the LOCAL plans offering.** For example, most of the Caribbean Islands are covered only under the GLOBAL Plan Packages.
 - Your card comes with a complementary 100mb global data!
- Your wifi **must** be **ON** to install the application.
- Your wifi **must** be **OFF** in order to access your Flexiroam Data
- Always refresh your home screen by simply swiping your fingers down to “Refresh” to view the most accurate data balance.
- Tips to saving data:
 - ✓ Limit whatsapp video calling / you tube / Netflix
 - ✓ Turn on wifi everytime you enter a free wifi zone!
- Trouble Shooting:
 - Head Office Flexiroam support team is 24 hours and can be contacted via the app. On base of the app, click the “Account” tab, scroll to “Support” for a live chat with a customer rep.
 - If still experiencing difficulties, contact Cara Communications on 392-5873 or 763-6937 between 10am to 5pm.

We guarantee that you will enjoy your Flexiroam sim card for the rest of your life (remember it’s reusable and does not expire 😊) !

PS. Feel free to visit the website www.flexiroam.com for a comprehensive FAQ listing.

Safe travels!!!!