

## **"Roam-to-Talk" FAQ**

### **1. What is the "Roam-to-Talk" service?**

**Ans:** "Roam-to-Talk" is a network communication service exclusively designed for CTM Mobile Monthly Plan customers. By connecting to Wi-Fi or using mobile data, you can make and receive calls using your original CTM Mobile No. via the "Roam-to-Talk" service interface in the CTM Buddy App, effectively saving on international roaming call charges whether you are in Macau or overseas.

### **2. Who can apply for "Roam-to-Talk"?**

**Ans:** CTM Mobile Monthly Plan customers who have activated International Roaming and Call Forwarding services.

### **3. Under what conditions can I use "Roam-to-Talk"?**

**Ans:** You can use the service locally or overseas as long as there is a stable internet connection (Mobile Data or Wi-Fi). If using mobile data, local data will be deducted when in Macau; when overseas, roaming data charges will apply based on the local network provider (it is recommended to use a CTM Roaming Data Package).

### **4. What should I be aware of when using the service after subscription?**

**Ans:** After subscription, you must log in to the Roam-to-Talk service interface within the CTM Buddy App to make or receive calls in order to enjoy the discounted rates. It is recommended to cancel all call forwarding settings before logging in to ensure that incoming calls can be directed to the Roam-to-Talk interface in the CTM Buddy App. After logging out, calls will return to your phone's native system and be charged according to your original plan or standard roaming rates.

### **5. How do I make calls using "Roam-to-Talk"?**

**Ans:**

- **Macau Nos.:** Dial the 8-digit Nos directly.
- **Nos. from other regions:** Dial [00/050] + [Country / Area Code] + [Phone No.].
- **Note:** "3-destination Plan" users dialing local Nos. in Mainland China or Hong Kong also need to include the Country / Area code.

### **6. What caller ID will the recipient see for outgoing calls?**

**Ans:** The caller ID displayed will be the caller's original Macau Mobile No..

### **7. Does the other party need to have "Roam-to-Talk" service to communicate?**

**Ans:** No.

### **8. Are the CTM Buddy account and "Roam-to-Talk" service bundled for login?**

**Ans:** No, they are two independent account systems.

### **9. Will logging out, uninstalling, or updating the CTM Buddy App affect the calls?**

**Ans:**

- Logging out of the CTM Buddy App ONLY: No, it won't. As long as you are logged in to "Roam-to-Talk", you can still make & receive calls normally through "Roam-to-Talk".
- Uninstalling the CTM Buddy App: Yes, it will. Since you are still logged in to "Roam-to-Talk", incoming calls will be received via the App. If you uninstall without logging out first, your phone will not be able to receive calls properly.
- During App updates: Yes, it will. When installing the update, the "Roam-to-Talk" service will be briefly interrupted, and you will not be able to make or receive calls during that time.

**10. Can I log in to "Roam-to-Talk" on multiple devices simultaneously?**

**Ans:** No. Each Mobile No. is limited to one device. When logging in to a new device, the previous device will be automatically logged out.

**11. How are the voice calls for "Roam-to-Talk" charged?**

**Ans:** In addition to the monthly fee or once-off service fee, voice call charges are as follows:

- Receiving calls: FREE.
- Calls made to Macau Nos.: FREE .
- Calls made to Mainland China & Hong Kong Nos.:
  - "3- destination Plan" Users: Charged according to the shared minutes / voice mode within your plan.
  - "Local Plan" Users: Charged at standard IDD00 / 050 rates.
- Calls made to other countries/destination Nos.: Charged at standard IDD00 / 050 rates.

*Note: please visit [details](#) for IDD00/050 rate; \*IDD 050 promotional rates are calculated based on the Macau time zone.*

**12. How much mobile data does a call consume?**

**Ans:** A voice call consumes approximately 400KB of data per minute (reference only). It is recommended to use this with a CTM Roaming Data Plan when overseas.

**13. What happens if my phone has no data or Wi-Fi when I try to log in to "Roam-to-Talk"?**

**Ans:** Since "Roam-to-Talk" requires an internet connection, you will not be able to log in if there is no mobile data or Wi-Fi. If you have already logged in, you cannot receive calls or make calls via "Roam-to-Talk". If the connection is lost during an active call, the call is disconnected immediately.

**14. Can I still receive calls after logging out of "Roam-to-Talk"?**

**Ans:** After logging out, your communications will automatically switch back to your phone's native system. Receiving or making calls via native system at this time will be charged based on your original plan's voice rates.

**15. What happens if I change my mobile device without logging out of "Roam-to-Talk" on the old phone?**

**Ans:** Before switching devices, please log out of "Roam-to-Talk" in the CTM Buddy App on your old phone. Alternatively, immediately download the CTM Buddy App on your new phone and log in to "Roam-to-Talk" to ensure you can receive calls and enjoy voice call discounts on the new device.

**16. Can I find the call history on my phone after a call using "Roam-to-Talk"?**

**Ans:** No. related call history can only be found in the "Roam-to-Talk" Call History within the CTM Buddy App.

**17. Where is the Call History of "Roam-to-Talk" stored?**

**Ans:** Your call history (including outgoing, incoming, and missed calls) is stored locally within the CTM Buddy App data on your phone. If you uninstall the CTM Buddy App or clear its cache, the history will be permanently lost and cannot be recovered.

**18. Can I find my old phone's call history after switching to a new device?**

**Ans:** No. Call history is stored locally on the old device and cannot be synced or viewed across devices.

**19. Can I still make calls via the phone's native system after applying for the service?**

**Ans:** Yes, but you will not enjoy the "Roam-to-Talk" voice call discounts.

**20. Will "Roam-to-Talk" be affected if the mobile number is changed?**

**Ans:** When you change your number, the service associated with the old number will be automatically logged out. After you clear the current call forwarding setting (e.g., by setting call forwarding to blank in CTM Buddy – Call Forwarding, or using the USSD code #21# to clear call forwarding), you can log in again with your new number to use the Roam-to-Talk service.

**21. Will the service be affected if my Mobile No. is suspended due to overdue payment?**

**Ans:** Yes. "Roam-to-Talk" will be suspended and logged out automatically. Once the payment is cleared and mobile service is resumed, you will need to log in to the "Roam-to-Talk" service again to use it.

**22. Will "Roam-to-Talk" be canceled if I terminate or temporarily suspend my mobile service?**

**Ans:** Yes. "Roam-to-Talk" will be automatically terminated upon any mobile service cancellation or temporary suspension.

**23. Does it affect the smartwatch that is currently using the eSIM "One Number Sharing" service?**

**Ans:** If you use both services, once you log in to "Roam-to-Talk":

- The smartwatch will be unable to receive calls.
- The smartwatch can still make calls independently, but will not enjoy "Roam-to-Talk" voice call offer.
- If you need to use the smartwatch alone, please temporarily log out of "Roam-to-Talk" from CTM Buddy App.

**24. If I have activated Call Forwarding service, how will my incoming calls be handled?**

**Ans:** The handling depends on the type of Call Forwarding services you have applied:

- **Call Forwarding All Calls:** All incoming calls will be forwarded directly to your designated No. Under this setting, no incoming call alerts will be received via "Roam-to-Talk" . (When the designated No. receives calls, additional call or roaming charges may incur, depending on the reception method). However, you can still make outgoing calls via "Roam-to-Talk" to enjoy voice call offer.
- **Conditional Call Forwarding:** If you have set "Busy / No Reply / Not Reachable" call forwarding, incoming calls will be received through the "Roam-to-Talk" App as a priority. Your previously configured "Busy / No Reply / Not Reachable" forwarding settings will temporarily become invalid.

**25. Can I dial USSD codes via "Roam-to-Talk" to apply for other services?**

**Ans:** No. Please switch to your phone's native calling system for USSD operations.

**26. Will the service be affected if I use dual-SIM phone?**

**Ans:** No. In a dual-SIM environment, "Roam-to-Talk" only applies to the CTM Mobile No. that is currently logged into the service; calls to that No. will be received via the CTM Buddy App. The other SIM card (not logged in) will continue to function normally via your phone's native call system.

Since logging into "Roam-to-Talk" requires security verification via your Mobile No., in a dual-SIM environment, please ensure that the Mobile No. subscribed to the "Roam-to-Talk" service is set as the default mobile data SIM before using the "One-click Login" option to log in.

**27. Why am I unable to make calls or why is there no sound?**

**Ans:** Please ensure that you have authorized the "Roam-to-Talk" service within the CTM Buddy App to access the following permissions in your phone settings: Microphone, Contacts, Notifications, and Background Data. Insufficient permissions may result in the inability to receive calls or no audio during a conversation.

**28. What requirements does the "Wandering Qi" service have for mobile phone systems?**

**Answer:** iOS 17.4 / Android 11.0 or above. In addition, the app and its related services do not support mobile devices distributed for use in Mainland China, including (but not limited to) devices from brands such as Xiaomi, Honor, VIVO, and OPPO.

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**29. Is there any emergency support in "Roam-to-Talk" while overseas?**

**Ans:** The interface includes a "Travel Emergency Contacts" for assistance. Related hotline information is updated periodically, and customers are encouraged to verify details independently. In case of network instability or extreme emergencies, please switch back to your phone's native system to dial local emergency Nos.

**30. Can I dial emergency Nos (e.g., 999) using "Roam-to-Talk"?**

**Ans:** Yes, but it will be treated as a call dialed from Macau (connecting to Macau Police). When overseas, please switch to your phone's native system to dial local emergency Nos. (e.g., 110, 112).