**HOW TO CALL AND TEXT WITH NORWEGIAN iCONCIERGE**

1. Select Phone or Messenger from the Norwegian iConcierge App home screen.

   WiFi signal strengths vary across the ship. Please remember to check your signal strength prior to making a call or sending a text.

2. To begin calling and texting, select a Phone & Messenger package on the Rates tab.

3. Your unique onboard number can be found on the Contacts tab, located at the top of the phone screen. Other registered mobile devices in your stateroom are automatically added to your contacts, but feel free to add other guests with a registered mobile device.

4. To make a call, access the Norwegian iConcierge app, then dial the extension you’re trying to reach. To make an off-ship US domestic call, dial a 1 + the area code and number. To make an off-ship international call, dial 011, the country code and number. Or you can always add a Contact to the Contacts tab and call directly from there.

5. To send a text, click on the Messenger bubble next to a Contact on the Contacts tab.

   *Nominal fees apply. To avoid cellular roaming charges and for optimum iConcierge application performance, switch your device to airplane mode. Cellular roaming rates are determined by your carrier.

**FREQUENTLY ASKED QUESTIONS:**

1. Will I incur roaming charges to make an intra-ship or off-ship call?
   To avoid roaming charges, disable the phone’s radio connections. To do so, put the device in airplane mode and enable Wi-Fi. Select the NCL_Internet_Ship Name Wi-Fi network. No password required.

2. Should I accept push notifications when downloading the app?
   Push notifications must be accepted to be alerted of incoming calls and text messages. If push notifications were not accepted, it is possible to manually change this in the notification settings within the device.

3. Which mobile devices support Norwegian iConcierge?
   iPhone, Android phone, Windows phone and iPad each support the Norwegian iConcierge App.

4. What is my onboard number?
   A unique telephone number will be assigned once the device is registered. Select the “phone” icon within the mobile app on the contacts button, located at the bottom of the screen where “my number” is displayed. This is the unique phone number assigned to the device during the cruise to make and receive phone calls and text messages. Provide this number to friends and family back home or other onboard guests using Norwegian iConcierge App.

5. Can I make calls and send texts to people around the ship?
   Yes! Phone calls to other Norwegian iConcierge App registered devices, staterooms, and to a variety of shipboard guest service extensions are supported by iPhone and Android phone. Text messages to other Norwegian iConcierge App registered devices are supported by iPhone, iPad and Android phone. Once a package is purchased, an unlimited number of calls and texts can be made to other Norwegian iConcierge registered devices for one flat rate.

6. Can I make calls and send texts to my friends and family back home?
   Calling to numbers off-ship is supported. To dial a US based number, simply dial 1 + the area code and number. To dial an international number, dial 011, the country code and number. A confirmation screen will appear displaying the rate for the off-ship phone call before the call is placed. Charges will be billed to the guest’s onboard account. Remember, calls must be placed from within the Norwegian iConcierge App. Texting to numbers off-ship is currently not supported.

7. Can I receive calls on the ship from my friends and family back home?
   Yes! Friends and family can call the registered device directly by dialing (877) 308-5605 (toll-free, U.S. only) or 305–400-4629 (local or outside U.S.). The caller must select the ship the guest is sailing on, and enter the direct extension or the stateroom number to reach the device. Prior to accepting the call, a confirmation message will play on the mobile device advising of the per minute call rate.

8. Can I use the phone when I go off the ship? For example, on a tour or at home?
   The Norwegian iConcierge App works exclusively onboard when within range of the ship’s Wi-Fi network; therefore, it will not function off the ship, on a tour or at home.

9. Who should I contact if I have a question or have difficulties with the Norwegian iConcierge App?
   Please contact the Guest Services Desk.
HOW TO CONNECT TO NORWEGIAN iCONCIERGE.

1. **DOWNLOAD THE FREE NORWEGIAN iCONCIERGE APP**
   From your app store via your 3G/4G service provider before the ship leaves port on Day 1.

2. **GET CONNECTED**
   Norwegian iConcierge works exclusively onboard each ship’s Wi-Fi network.
   a. Enable your device’s Wi-Fi connection. For optimum iConcierge performance, switch your device to airplane mode. Both options can be found within the Settings feature of your device.
   b. Connect to the ship’s Wi-Fi network by searching for “Norwegian_Internet_Ship Name.”

3. **GET REGISTERED**
   In order to use the Norwegian iConcierge App, complete the following steps to register:
   a. Select Register on your Norwegian iConcierge App.
   b. Enter your stateroom number, along with your first name, last name, and DOB (MMDD) into the mobile app.
   c. You are now registered and are able to use the Norwegian iConcierge App for the duration of your voyage.

NORWEGIAN iCONCIERGE PHONE & MESSENGER PREVIEW.

Stay connected onboard with the Norwegian iConcierge App. Make calls to other mobile devices registered to your stateroom, to other guests using Norwegian iConcierge and to important shipboard guest service extensions. You can even place calls to your friends and family back home.

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Turn over for instructions on how to get started with Phone & Messenger features or follow the instructions on your stateroom’s interactive television.

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NORWEGIANS GO MOBILE.

Now Norwegians can unwind, unplug and still stay connected. Our Norwegian iConcierge App* keeps you informed about everything happening on board, lets you make reservations for Shore Excursions and more. You can now plan your playtime with just one hand – which is great, because the other will probably be holding a frozen drink.

* Wi-Fi charges do not apply when using the app. However, charges will apply when independently browsing the Internet outside the app.

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You can access on-demand information and real-time services, including:

- Shore Excursion Previews and Bookings
- Restaurant Information with Menus and Bookings
- Box Office Show Information and Reservations
- Folio Review
- General Information, such as Onboard Services, Spa Services and Shopping Services
- Daily Activities
- Cruise Rewards Information
- Communications Package*: Unlimited Text Messages & Phone Calls with Other Guests Onboard
- Call Home/Off-ship: Make and Receive Phone Calls from the Ship for a Low Per-Minute Rate

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2. **Should I accept push notifications when downloading the app?**
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5. **Can I make calls and send texts to people around the ship?**
   - Yes! Friends and family can call the registered device directly by providing the number assigned to the device during the cruise. Texting to numbers off-ship is currently not supported.

6. **Can I make calls and send texts to my friends and family back home?**
   - Calling to numbers off-ship is supported. To dial a US based number, simply dial 1 + the area code and number. To dial an international number, dial 011, the country code and number. A confirmation screen will appear displaying the rate for the off-ship phone call before the call is placed. Charges will be billed to the guest’s onboard account. Remember, calls must be placed from within the Norwegian iConcierge App. Texting to numbers off-ship is currently not supported.

7. **Can I receive calls on the ship from my friends and family back home?**
   - Yes! Friends and family can call the registered device directly by dialing (877) 308-5605 (toll-free, U.S. only) or 305–400-4629 (local or outside U.S.). The caller must select the ship the guest is sailing on, and enter the direct extension or the stateroom number to reach the device. Prior to accepting the call, a confirmation message will play on the mobile device advising of the per minute call rate.

8. **Can I use the app when I go off the ship? For example, on a tour or at home?**
   - The Norwegian iConcierge App works exclusively onboard when within range of the ship’s Wi-Fi network; therefore, it will not function off the ship, on a tour or at home.

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