

# International Travel Tips

## More data. More value.



### Before you go

While abroad, if you make or accept a call, listen to a voicemail, send a text, or use data, you will be automatically charged \$10 for 24-hour access to your domestic plan.

*Note: If you call, text or use data on your device while outside of the U.S. and you don't have an FTC package or feature, you will be charged pay-per-use rates.*

### How to call, text and use data internationally

- To call or send a message back to the U.S., dial: + (1) (10-digit number)
- To call or send a message to another country, dial + (country code) (local phone number)
- To use cellular data, turn on **Cellular Data Roaming** in your device **Settings**
- To call using Wi-Fi Calling, the "+" sign typically appears if you press and hold the "0" key on your dial pad.

### How to solve a service issue

- Turn your phone off for one minute and then back on
- Detach your phone battery and then reinsert it
- Set your phone's frequency band to **automatic**

## Tips to manage your data use



### Manage your apps

Some apps consume more data than others. Knowing this in advance of your travels can help you avoid unexpected charges. Consider monitoring usage of:

- Apps that use location like navigation, news and weather
- Social media
- Video chatting
- Games with heavy graphics and those requiring an internet connection



### Disable unused apps

Disable any apps running in the background that you are not using.

For iOS devices: Go to **Settings>General>Background**. Turn **Background App Refresh** to OFF or Wi-Fi only.

For Android devices: **Go to Settings>Connections>Data Usage**. Turn **Data Saver** ON and select only the apps you want to allow to use data in the background.



### Avoid streaming

Streaming content is extremely data intensive. You can download content before leaving the U.S. to avoid streaming movies, videos, music or other content while abroad.



### Track your use

You can track your cellular data use with your device's auto-check feature. Reset the tracker once you reach your international destination.

For iOS devices: Go to **Settings>Cellular**. Scroll to bottom and click on **Reset Statistics**. Locate **Wi-Fi Assist**. You may want to turn Wi-Fi Assist OFF to avoid using cellular when you intend to use Wi-Fi.

For Android devices: Data use is tracked by bill cycle, so make note of how much data has been used when you arrive. Or you can download a data use app from Google Play.



### Disable email auto-check

Switch your phone's email settings from Push to Fetch. This allows you to manually download your email when connected to Wi-Fi.

Avoid sending or receiving large email files like pictures or videos when on the cellular network.

For iOS devices: Go to **Settings>Accounts & Passwords>Fetch New Data**. Turn Push to OFF and under Fetch below, select MANUALLY.

For Android devices: Turn **Data Saver** ON and make sure email is not selected to allow data usage in the background.



### Use Wi-Fi connections when available

Wi-Fi usage does not count toward your data allowance.



### Data use with iMessage

When you're traveling abroad, iMessage (and other calling and messaging apps) are treated as data rather than as text messages. Use of iMessage is billed as cellular data usage. To disable iMessage, go to **Messages** in the **Settings** menu.



### Turn off data roaming

When you don't want to use cellular data, turn it off entirely. Go to **Settings** on your device and look for **Cellular** or **Network** options.