

Cruise Travel Tips



Stay in touch on your cruise. FTC Cruise packages are available on over 175 ships.

Before you go

Verify that the cruise ship you'll be on, and the countries it will visit, are included in our FTC Cruise packages. Then add the Cruise package that's right for you. You can view included cruise ships, countries and package options at att.com/cruise.

Note: If you call, text or use data over the cellular network while on a cruise ship and you don't have an FTC Cruise package, you will be charged pay-per-use rates.

Tips to manage your data use

FTC Cruise Talk & Text customers — your package doesn't include data on the ship. Turn off Data Roaming in your device Settings to avoid cellular data roaming pay-per-use charges. You may still access the ship's Wi-Fi network to use data.

FTC Cruise Talk, Text & Data customers — follow the tips below to help manage your data roaming costs.

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Add an International Roaming option to cover your data usage in port and on land

Add FTC International Day Pass®

- You expect to use a lot of data if while in port or on land in Mexico, Canada or the Caribbean Islands, and your domestic wireless plan does not include data use in Mexico or Canada.
- Your cruise destination countries are not included in our Cruise packages (for example, Belize).



Use Wi-Fi connections when available

Wi-Fi use does not count toward your Cruise package data allowance. For iOS devices: Disable Wi-Fi Assist to avoid using cellular data when you intend to use Wi-Fi. Go to: [Settings > Cellular](#). Scroll to the bottom to locate [Wi-Fi Assist](#).



Be aware of data usage with iMessage

iMessage (and other messaging apps) use data and can diminish your Cruise package cellular data allowance. To conserve data, wait to send large pictures and videos when connected to Wi-Fi.



Toggle data roaming

At times when you don't want to use any cellular data, turn off [Data Roaming](#) in your device [Settings](#).



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 apps running in the background

- For iOS devices: Go to [Settings>General>Background App Refresh](#). Change 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 videos and music before leaving the U.S. to avoid streaming while abroad.



Disable email auto-check

Switch your phone's email settings from Push to Fetch. This allows you to manually download email when connected to Wi-Fi. Avoid sending or receiving large attachments, 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.



Track your usage

You can track your cellular data usage 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](#).
- For Android devices: Data usage is tracked by bill cycle, so make note of how much data has been used when you arrive. Or you can download a data usage app from Google Play.

FTC Cruise Packages

FAQs



Q. What is the difference between a Cruise package and other international roaming options?

A. FTC Cruise packages are the only options that include cellular usage onboard select cruise ships. For a list of included cruise ships, go to att.com/cruise. FTC International Day Pass® does not include cruise ship usage.

Q. Is my usage covered regardless of the cruise ships I take?

A. No, FTC Cruise packages only apply to cruise ships listed at att.com/cruise. If you're traveling on a non-qualifying ship, any cellular usage will be billed at a pay-per-use rate.

Q. Is usage incurred in port or on land included in the Cruise package?

A. Yes, FTC Cruise packages include usage in Mexico, Canada, and most Caribbean Islands. For a list of included countries, go to att.com/cruise.

Q. Can I have an FTC International Day Pass® with a Cruise package?

A. Yes, FTC Cruise packages are compatible with International Day Pass. Consider adding one of these options if:

- You expect to use a lot of data while in port or on land in Mexico, Canada or the Caribbean Islands, and your domestic wireless plan does not include data use in Mexico or Canada.

- Your cruise destination countries are not included in our Cruise packages (for example Belize).

Q. How can I tell if I am on a ship's wireless network in an international country?

A. Cruise ships are required to turn off their wireless networks when they are 9 to 12 nautical miles from land and while in port, at which point cellular service is provided via the nearest country.

- When the ship's wireless network is on, the display on your device will show "Cellular at Sea," "wmsatsea," "901-18" or "NOR-18," which indicates you are roaming on the cruise ship's network.
- Once you are roaming on a land carrier, your device displays that carrier's network information.

Q. Will one FTC Cruise package cover all the devices on my account?

A. No, FTC Cruise packages are added on a per-line basis. If you are traveling with multiple wireless devices that you wish to use during your cruise, each device must have its own cruise package.

Q. How long is the FTC Cruise package effective?

A. FTC Cruise packages are effective for 30 days and expire automatically. Pro-rated charges are not provided for less than 30 days. The package will automatically drop off after 30 days, so there is no need to contact Customer Care to remove it.

How to call, text and use data internationally

- To call or send a text message back to the U.S., dial +1 followed by the 10-digit number*
- To call or send a text message to another country, dial + (country code) followed by the local phone number
- To use cellular data, turn on **Data Roaming** in your device **Settings**
- Or alternatively to conserve your data allowance or avoid unexpected cellular data charges, turn off **Data Roaming** in your device **Settings**
- Some devices have settings that automatically add the correct prefix or country code when calling numbers stored in your **Contacts**. For iOS, turn on **Dial Assist** in your device **Settings**.

How to solve a service issue

- Turn your phone off for one minute and then back on
 - If the issue persists, call FTC Customer Service