

How to roam responsibly while travelling internationally



Whether you're a seasoned continent hopper or travelling on business or leisure for the first time, we want to provide you with essential tips and strategies to **make the most of your mobile connectivity while minimizing unexpected charges.**

WHY DO I NEED A ROAMING PLAN

1. To stay connected with my business customers and suppliers while travelling.
2. To check my emails and access my productivity tools.
3. To easily access my travel itinerary, check my flights and hotel reservations.
4. To check my credit card or banking information.
5. To get lower effective rates.
6. To stay in touch with my friends and family while abroad.
7. To access emergency services while travelling.
8. To find different places, restaurants or stores to shop.
9. To receive free incoming calls and texts.
10. To pay from my mobile phone.

BEFORE TAKING OFF

We recommend you follow these simple tips before taking off to save time, money, and ensure a smooth roaming experience abroad.



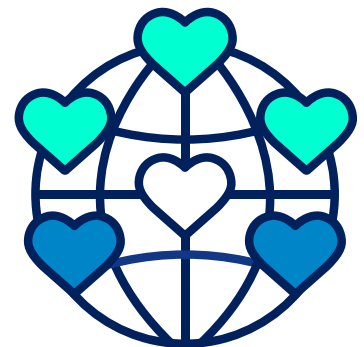
Choose a plan

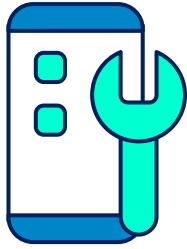
Select a roaming plan that covers your travel plan and budget.



Enable roaming service

Contact your account manager, service manager or channel partner to ensure that your SIM is enabled for international roaming and that the appropriate plan is added to your account.





Update the system software & your mobile apps
Upgrade your software and mobile apps while connected to a fixed WiFi before leaving your home country to avoid data high data usage while roaming.



Check if your Device is 4G / 5G Compatible
It is important to check if your phone is 4G/LTE or 5G compliant and that it is compatible to your SIM card.

*You can check this information from the settings menu of your mobile phone.

WHILE IN THE ROAMING COUNTRY

Here are a few recommendations to help improve your roaming experience and save you money while travelling.



Accessing data service

Be sure to have a roaming data plan in order to roam in select destinations. The default rates will be applied if a data package is not added to your account.



Turn ON data roaming

In case you paid for roaming and don't have service, always ensure to keep the data roaming setting ON.

* Settings may vary based on the device.



Check your Access Point Name (APN)

In case you paid for roaming and don't have signal, make sure to check your APN from the settings of your mobile phone.



Utilizing your device as a Wi-Fi Hotspot

Wi-Fi Hotspots consume large volumes of data when in use. If this feature is turned ON, then you will connect while roaming internationally, so only use this feature when necessary.



Use Wi-Fi to save mobile data

Improve your browsing experience, reduce data consumption from your plan, reduce battery drainage and save money by using an available WiFi network instead of your roaming data.

Remember to always connect to a secure and trusted WiFi network in order to protect your data and identity.



Manage your data usage

Your mobile device has applications running in the background and will automatically utilize data services of all kinds. From app updates to retrieving email messages periodically. To avoid bill shock due to unexpected data charges, you can simply turn OFF international data roaming for certain apps.

* Settings may vary based on the device.

USING MOBILE SERVICES WHILE IN THE ROAMING COUNTRY

Make local calls

Dialing a local number from your destination is the same procedure as you would from your mobile or landline in your home country. **Remember to use the 11-digit dialing code when making outbound calls.** So be sure to dial the right prefix before the number you intend to reach.

Receive calls and SMS

Receiving inbound calls and text messages is **FREE while roaming for most destinations.** Callers and texters do not need to dial anything different or change the way they send text messages, and they will not pay extra to reach you. Simply **ensure your device is powered on to receive calls and text messages.**



Make international calls

To place an international call, **dial the international access code, country code, and then the number you wish to dial.**

Example: when making an international call from your destination, use the international access code ("011" in Europe, "00" in China, or "1" in US or Canada), then the phone number you want to call.

Send text messages

Sending a text while travelling is the same as you would when you are in your home country. **Texts can only be sent to and received from international carriers supported by C&W Business or Flow.**

Access your voicemail

You must know your voicemail passcode to access voicemail outside of your home country.

If you do not know your passcode, you may reset your personal voicemail by getting in touch with your account manager, service manager or channel partner for assistance.

* Check for a list of supported carriers on our website.

Resolve issues that may arise

In case you experience any issues while roaming, please follow the steps below:



1.

Turn off "Airplane Mode":

Airplane mode will prevent your device from connecting to the internet.

2.

Turn ON Data Roaming: If your device is not set to allow for data roaming, you will not be able to use data while roaming. To ensure your device is set to allow Roaming by checking the Network Settings.

3.

If your data connection issue is not resolved, please **contact your account manager, service manager or channel partner for further assistance.**