



## International Travel Tips: How to Use Your Mobile Phone from Abroad

You pack your suitcase. You confirm your flight. You review your itinerary. And, you grab your wireless phone before racing out the door to the airport. It's all part of the travel process for most travelers. But what about the calls you'll need to make to folks back home? You might have your phone with you, but have you taken the right steps to keep you connected when abroad?

Setting up the right international wireless plan can be an easy addition to every traveler's pre-trip planning routine. Here are some tips to consider before your next trip.

- **Verify service is available in the country you are visiting.** AT&T provides voice coverage in 220 countries and data coverage in more than 190 countries – more than any other carrier. AT&T also offers voice and data coverage on 130 cruise ships. Visit [www.att.com/travelguide](http://www.att.com/travelguide).
- **Check your phone frequency and technology.** To determine if your wireless device has the frequency and wireless technology needed at your travel destination, visit [www.att.com/travelguide](http://www.att.com/travelguide). A GSM quad-band phone (that works on 850/900/1800/1900 MHz frequencies) provides the widest coverage internationally. Most AT&T phones in stores today are quad-band. For travel to Japan or South Korea, your phone must operate on 3G technology at 2100 MHz. Phones that will operate in Japan and South Korea include the BlackBerry Bold, iPhone 3G, BlackJack II, Sony Ericsson z750, HTC Fuze, LG Incite, Samsung Epix and AT&T Quickfire. PC cards that operate in Japan and South Korea include the AT&T USBConnect 881, Sierra Wireless AirCard™ models 881, 875 and 875u, and Option GT models Max 3.6, Max 3.6 Express, Ultra and Ultra Express.
- **Verify international services.** International services must be activated on your account, so give us a call to verify (800-331-0500). After that, it's time to discuss the best options when it comes to rate plans. AT&T offers several voice plans and data packages to make traveling with your AT&T wireless phone affordable. For example, for just \$5.99 a month, you can enjoy discounted roaming rates in over 85 countries with AT&T World Traveler. Or, if you are a frequent traveler and/or caller to Canada or Mexico, consider AT&T® Nation with Canada<sup>SM</sup> or AT&T® Viva Mexico<sup>SM</sup>, respectively. With either plan, you get the benefit on an AT&T Nation<sup>SM</sup> and/or FamilyTalk plan, plus no long distance or roaming charges for voice calls between the U.S. and Canada or Mexico. AT&T also offers several data add-on packages for international use. Visit [www.att.com/global](http://www.att.com/global) for more details on AT&T's affordable world packages.
- **Create and print an itinerary** with carrier and rate information for up to ten international destinations at [www.att.com/travelguide](http://www.att.com/travelguide).
- **Purchase an international adapter.** Purchase an international plug adapter to charge your phone outside the U.S.

- **Know how to dial.** Familiarize yourself with international dialing. From your AT&T mobile phone, you can typically hold down the "0" key until the "+" sign appears, then dial the country code and the phone number (the country code for the United States is "1"). For example, a call to the U.S. could be placed by dialing +1 (xxx) xxx-xxxx. Print the [Quick Reference Guide](#) and carry it with you.
- **Save important contact numbers.** Just like you might have at home, create an "emergency contact list" in your wireless phone using the international (+) (country code) (number) format. Be sure to save emergency contact numbers, and perhaps hotel, airline and rental car information too.
- **Your phone will work automatically.** When you step off the plane abroad and turn on your wireless phone, it will automatically search for a wireless network. Registration usually occurs within 30-40 seconds. When the name or network number of the local operator is displayed, your phone is ready to use. Your phone will assume the characteristics of the network where you are traveling. In other words, if you are in Italy, the phone will work like other Italian wireless phones.
  - Occasionally, when you arrive at an international destination, it may be necessary to turn your wireless device off and turn it on again in order to register on the local network. If you have trouble with email upon arrival abroad, "re-boot" by turning your data device "off." Next remove and replace your battery (or PC Card), then turn the device back "on."
- **Know how to make an emergency call.** The 911 emergency number is unique to the U.S. In many European countries, the emergency number for police, fire, or ambulance is 112. Otherwise, emergency numbers will vary by country.
- **Familiarize yourself with international roaming rates.** Calls placed while roaming internationally will appear on your regular wireless bill. Sometimes charges for international usage take several weeks to process and appear on your bill. For countries available and rates, visit [www.att.com/wirelessinternational](http://www.att.com/wirelessinternational). If you are an iPhone customer, you can find tips for keeping your international data bill predictable at [www.att.com/wirelesstraveltips](http://www.att.com/wirelesstraveltips).
- **Know how to access voice mail.** When roaming outside the U.S., most phones allow you to reach voice mail by holding down the 1 key. If you are unable to reach voice mail this way, dial your own wireless number (inserting a +1 before the number) and press the \* key during the voice mail greeting. You will need to know your voice mail password. Calls to voice mail when roaming internationally are billed at international rates.
- **Be familiar with local laws.** In some countries, using a wireless phone while driving is prohibited. Contact the local tourist information office for regulations that may apply.
- **Contact International Customer Care.** Contact AT&T's specialized international help desk if you have problems or questions while roaming outside the U.S. by calling +1-916-843-4685, which is a free call from your wireless phone.