



# Cruise travel tips

Stay in touch with family, friends and colleagues when you are on a cruise. AT&T Cruise packages<sup>1</sup> combine talk, text and data, and are available on over 150 ships departing from the U.S.

The following tips will help you manage your costs and make the most of your cruise:



## 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.

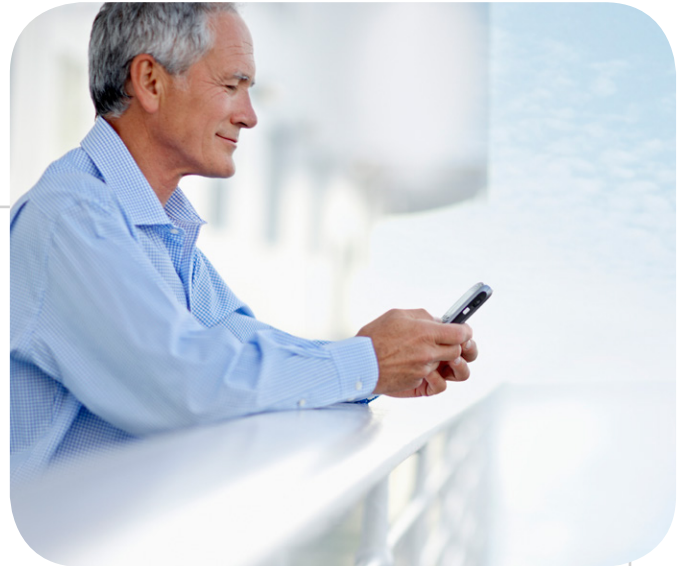


## Track your usage

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**. 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 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.



## 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. Check with your cruise line for details on available Wi-Fi options aboard ship. Using the ship's Wi-Fi services will minimize usage of the cellular network.



## Data usage 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.

## FAQs

### Q. What is the difference between a cruise package and other international roaming packages?

A. AT&T International Day Pass® and Passport® packages do not include cruise ship coverage. Go to [att.com/globalcountries](http://att.com/globalcountries) for a list of countries included in International Day Pass and/or Passport packages. Usage aboard select cruise ships is only covered by AT&T Cruise packages. For a list of included cruise ships, go to [att.com/cruiseships](http://att.com/cruiseships).

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

A. No. AT&T Cruise packages only apply to cruise ships listed at [att.com/cruiseships](http://att.com/cruiseships). If you're traveling on a non-qualifying ship, any cellular usage will be billed at pay-per-use rates.

### Q. Will usage incurred while on shore be included in the cruise packages?

A. Yes, the packages do include usage incurred when off-ship or aboard your cruise ship while in port in Canada, Mexico and most Caribbean countries. For a list of included countries, visit [att.com/cruiseships](http://att.com/cruiseships).

### Q. Can I have an International Day Pass or Passport package along with a cruise package?

A. Yes. Cruise packages are compatible with all other international roaming packages, including International Day Pass and Passport packages. If going on a cruise, you should also consider adding International Day Pass or Passport if:

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

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

A. Be aware that cruise ships are required to turn off their wireless networks when they are 9-12 nautical miles from land and while in port.

- When the ship's wireless network is on, the display on your device will show "Cellular at Sea," "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 the land carrier's network information.

### Q. How long is the AT&T Cruise package effective?

A. Cruise packages are effective for 30 days and expire automatically. Pro-rated charges are not provided for cruises 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.

### Q. Will one AT&T Cruise package cover all the devices on my account?

A. No. AT&T 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 do I get an AT&T Cruise package?

A. AT&T customers can contact AT&T's International Care Center at **+1.314.925.6925**. The call is free from a cruise ship and from outside the U.S. in an international country.

## 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, visit [att.com/wificalling](http://att.com/wificalling) for information

The "+" sign typically appears if you press and hold the "0" key on your dial pad.

Call **800.335.4685** or **+1.314.925.6925** (free wireless call from abroad) to add a cruise package to your wireless plan.

Compatible device with domestic postpaid wireless service required. One-time charge applies. Packages are valid for 30 days beginning on the chosen effective date, may cross two bill cycles and expire automatically. Packages will not be prorated if canceled on or after the chosen effective date. Packages canceled prior to chosen effective date will not incur the one-time charge. After expiration, pay-per-use rates will apply unless a new package is purchased.

**"Cellular at Sea," "901-18" or "NOR-18" Display:** On-board networks operate only while in international waters. Therefore, your AT&T cruise package allowances and overage rates for usage on-ship only apply when "Cellular at Sea," "901-18" or "NOR-18" displays on your device. Cruise package allowances and overage rates also apply off-ship, but only to the extent you are attached to land-based cellular networks in Canada, Mexico and select Caribbean islands, and have no other AT&T domestic and/or international calling, texting and/or data plan that supersedes those rates. Everywhere else (including where "Cellular at Sea," "901-18" or "NOR-18" are not displayed), pay-per-use rates apply, unless an additional current package offer applicable to country visited is active on the line of service.

Packages are designed for use onboard cruise ships while at sea, therefore usage on board a cruise ship is required. The international data offer must be added to an existing domestic data plan. Messages received while roaming are billed at applicable domestic rates. Packages available only through AT&T Customer Care and are not currently available in-store or online.

