

# International travel tips

## More data. More value.\*

AT&T Passport<sup>1</sup> now has more of what you need to keep you connected abroad. Add it before you travel and use it in over 200 countries. Follow these tips to help manage your costs and make the most of your travels.

## Before you go

Verify that the country where you'll be traveling is included in our Passport packages and add the AT&T Passport package that's right for you. You can view Passport's countries and package options at [att.com/passport](https://att.com/passport).

**Note:** If you call, text or use data on your device while outside the U.S. and you don't have an AT&T international roaming package or feature, you will be charged pay-per-use rates. International pay-per-use rates can be found at [att.com/ppurates](https://att.com/ppurates).

### 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**

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
- For trouble using data, check to be sure **Data Roaming** is turned on in your device **Settings**
- If the issue persists, call AT&T International Customer Care at +1.314.925.6925 (a free call from your wireless phone)



\*Compared to previous AT&T Passport offers.

<sup>1</sup>AT&T Passport<sup>®</sup> packages: Compatible device with domestic postpaid wireless service (voice, text and data) required. Includes talk, text and data coverage in over 200 countries. Actual data speeds vary by device/location. Countries listed at [att.com/globalcountries](https://att.com/globalcountries). Requires one-time charge or monthly recurring charge. One-time charge package is valid for 30 days. Monthly-recurring version has a minimum two-month term commitment. Pay-per-use rates apply without package, when package expires or when in excluded countries. Restrictions apply. Details at [att.com/passport](https://att.com/passport).

## Things to keep in mind

Get the most out of Passport while you're traveling abroad with these reminders and tips.

### International Day Pass®

For devices with an active AT&T Passport package and International Day Pass (IDP), IDP charges will apply in IDP countries. And usage in IDP countries will not diminish the Passport data allowance or bill Passport calling charges. If you prefer to use Passport in an IDP country, go to [att.com/myatt](http://att.com/myatt) to remove IDP.

### Wi-Fi Calling

With Wi-Fi Calling, you can call back to the U.S. at no additional charge. Calls to other countries, including the country you're in, are billed at international long-distance rates, found at [att.com/worldconnect](http://att.com/worldconnect). To be billed the Passport calling rate, turn **Wi-Fi Calling** off in your device **Settings**.

## Tips to manage your data use

By choosing the right AT&T Passport package and following the tips below, you can help keep your bill within your travel budget:



### Use Wi-Fi connections when available

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

For iOS devices: You may want to disable Wi-Fi Assist to avoid using cellular data when you intend to use Wi-Fi. Go to: **Settings>Cellular**. Scroll to bottom to locate **Wi-Fi Assist**.



### Be aware of data usage with iMessage

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



### Disable unused apps

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

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 content before leaving the U.S. to avoid streaming videos, music or other content 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>Passwords & Accounts>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 on your device. 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. Make note of how much data has been used when you arrive by going to **Settings>Connections>Data Usage**. Or you can download a data usage app from Google Play.



### Toggle data roaming

At times when you don't want to use any cellular data, you can turn off **Data Roaming** in your device **Settings**.