



# TRAVELLING WITH YOUR CELLPHONE

# 101



## Connecting to a Network



1. When you power on your device, it will select a network for you. If your phone does not automatically select a network for you, you may have to reboot/power cycle your device.
2. If you want to change the network you're using, you can select a network through the "manual network selection" option on your phone.
  - For instructions on how to change the network, consult your user guide, or try the tutorials on Bell Mobility's [smartphone support](https://support.bell.ca/Mobility/Smartphones_and_mobile_internet) webpage, just select your device from the drop-down menu. [https://support.bell.ca/Mobility/Smartphones\\_and\\_mobile\\_internet](https://support.bell.ca/Mobility/Smartphones_and_mobile_internet)
3. You'll receive a welcome message from Bell with the standard roaming rates in that country. You'll also receive a message if/when your account's roaming charges reach \$100, all users will be notified & blocked from incurring further Roaming Charges.

## Using data, email and connecting to the Internet



When travelling without a travel add-on, the costs can add up especially when it comes to data. Try the following tips on managing your data:

- If you don't plan add a Travel Pass or use talk, text or data, keep your device on airplane mode, this will disable any cellular connectivity. For instructions, consult your user guide or the device tutorials on Bell Mobility's [smartphone support](https://support.bell.ca/Mobility/Smartphones_and_mobile_internet) webpage.
- Use Wi-Fi when available to reduce using up the data included in your Travel Pass.
- Avoid using data-intensive applications such as web surfing, video streaming or downloading large email attachments.

## Keeping track of usage



You can view your usage through the MyBell App or Webpage, <https://mybell.bell.ca/Login>

Please note that roaming usage received from international partners can be delayed

## Making a call

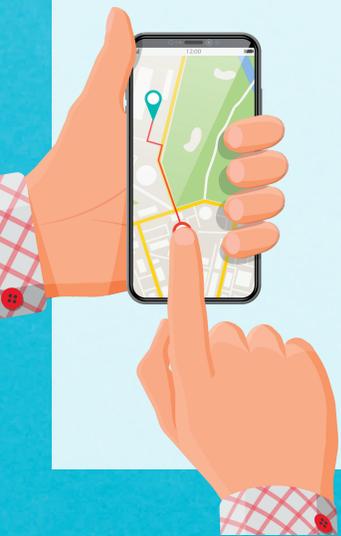


To make an international call while abroad, you may need to add a "+" symbol in front of the number you're dialing. To get the "+" symbol on your mobile phone, hold the "0" key for a few seconds until "+" appears on the screen.

## Sending a text



To send a text message, you may need to add a "+" symbol in front of the number you're texting.



## Retrieving voicemail

1. Press and hold the 1 key.
2. If prompted, enter your 10-digit mobile phone number.
3. When prompted, enter your voicemail password.

Note: roaming rates apply.



## Using your phone on cruise ships

There are no Travel Passes available for cruise ships, pay-per-use charges will occur if you use your device on the ship.

We advise you keep your device on airplane mode while on the ship, you will still be able to connect to Wi-Fi if available.

## Contacting Hay Communications while travelling

Calls and emails will be taken/returned during Office Hours:

Monday to Friday - 9:00 a.m. to 4:30 p.m.

Saturday 9:00 a.m. to 12:00 p.m.



**Phone:** 519-236-4333

**Email:** cellular@hay.net

## What to expect on you bill

- Voice calls and data while roaming are reflected through the use of Coordinated Universal Time (UTC). UTC is the primary time standard by which the world regulates time.
- SMS while roaming are reflected through the use of Eastern Standard Time (ET).

## If you don't subscribe to a roaming rate plan or Roam Better

- You'll be billed according to the pay-per-use rates applicable to your destination country.
- Pay-per-use charges will show under cellular usage of each subscriber on your Hay Communications Statement.

SUMMARY OF FEATURE USAGE AND CHARGES		
USAGE	MBYTES/MSGS	CHARGES
TEXT MESSAGES	595.0	36.00
INTERNET/MESSAGING	11663.9	83.20
<b>TOTAL USAGE</b>		<b>119.20</b>

## If you subscribe to a roaming rate plan or Roam Better

- You'll be billed according to the rate plan or the number of days you used Roam Better
- Roam Better charges are located under the cellular usage, Text Messages, section of your Hay Communications Statement.

SUMMARY OF FEATURE USAGE AND CHARGES		
USAGE	MBYTES/MSGS	CHARGES
TEXT MESSAGES	3645.0	72.00
INTERNET/MESSAGING	6009.8	0.00
<b>TOTAL USAGE</b>		<b>72.00</b>

**\$12 Roam Better  
x 6 Days = \$72**