

TRAVELLING WITH YOUR CELLPHONE 101

Travelling with your cellphone can be a smooth experience if you plan ahead. Here are some tips to help you manage your cellphone usage while travelling outside of Canada:

Warning!

1. Even if you plan not to use your device as a phone while travelling, you may still incur additional charges. This is because device settings can sometimes be inadvertently adjusted, leading to unexpected costs.
2. We cannot guarantee network coverage while you are travelling. Signal strength may vary in different areas, and some devices, especially older models that rely on 3G networks, may experience connectivity issues or incompatibility.

Secure Your Phone

1. **Password Protection:** Use a strong password or biometric security to protect your phone in case it gets lost or stolen.
2. **Find My Phone:** Enable a phone tracking feature (like "Find My iPhone" or "Find My Device") so you can locate it if necessary

Travel Coverage - Roam Better

Your plan comes with Roam Better - with home data, you can use the data from your Mobility rate plan plus unlimited talk and text for \$13/day in the U.S. and \$16/day in over 200 international destinations. You only pay for the days you use your device while roaming (see separate document for Roam Better FAQs and details).

Enable Roaming

Make sure data roaming is enabled in your phone settings.

Connecting to a Network

When you turn on your device, it should automatically connect to the strongest available network.

Connectivity troubleshooting tips:

1. **Restart your device:** Turn off your device, wait five minutes, turn it back on, and wait another five minutes. This can often resolve temporary connectivity problems.
2. **Toggle airplane mode:** Turn airplane mode on and off. This can force your device to reconnect to the network.
3. **Disable data saving features:** Disable "Low Data Mode" on iOS devices or "Data Saver" on Android devices. While these features are helpful for conserving data, they can sometimes interfere with connectivity.
4. **Check the network selection setting:** To ensure the best possible network connection, especially when travelling to a new destination, set your device's network selection setting to "Automatic." This allows your device to automatically connect to the strongest available network and avoids connection issues. If you want to change the network you're using, use manual network selection. For instructions on how to change the network, consult the user guide for your device.

When travelling outside of Canada, you'll receive a **welcome message from Bell** with the standard roaming rates for your destination. You'll also receive a warning message if your data roaming usage reaches \$100, all users will be notified & blocked from incurring further Roaming Charges.

Making calls and sending texts

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

Retrieving voicemail

Access your voicemail how you normally would. Note: roaming rates apply.



Using your phone on cruise ships

There are no Travel add-ons available for cruise ships, pay-per-use charges will occur if you use your device on the ship. **We advise you to keep your device on airplane mode while on the ship**, you will still be able to connect to Wi-Fi if available.

Keeping track of usage

You can view your usage through the MyBell App or webpage. Please note that roaming usage received from international partners can be delayed.

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: hay@hay.net



Using Your Device Without a Travel Add-On

When travelling without a travel add-on, costs—particularly for data—can accumulate quickly. To manage your usage effectively, consider the following tips:

- 1. Enable Airplane Mode:** Activating airplane mode disables all cellular communication functions on your device, preventing it from sending or receiving calls and text messages. This also turns off cellular data, so you won't be able to use mobile internet or certain apps unless connected to Wi-Fi.
- 2. Connect to Wi-Fi:** While in airplane mode, you can still connect to Wi-Fi. This allows you to use various functions and apps that require internet access, such as mobile browsing, email, and instant messaging apps like Facebook Messenger and WhatsApp. **Note: traditional phone calls and text messages will not be available.**

What to expect on your 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 Roam Better or a North American Plan


- You'll be billed according to the pay-per-use rates applicable to your destination when you make or receive a call, send a text or use data.
- Pay-per-use charges will show under the cellular usage of each subscriber on your Hay Communications Statement.

If you subscribe to a roaming rate plan or Roam Better

- You'll be billed according to 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	77.0	26.00
INTERNET/MESSAGING	1368.0	0.00
TOTAL USAGE		26.00

 **\$13 Roam Better
x 2 Days = \$26**