Cellular Service for International Travel

Email OIT Cellular, oitcell@auburn.edu, at least three days prior to international travel to request international access be given to your line of service. Include the following information: cellular number, travel dates and destination country or countries.

The cell phone global plan includes unlimited global e-mail and data for most countries. You may view the participating countries at [http://www.verizonwireless.com/wcms/overlays/international-travel-datacountries.html](http://www.verizonwireless.com/wcms/overlays/international-travel-datacountries.html). Voice and text in participating countries are pay as you use. Countries not included on the list are pay as you use for voice, text, and data. Voice, text and Pay as You Go data rates may be viewed at Verizon’s international trip planner. The University’s plan is not listed as we are a government account. You may also view international dialing instructions and coverage maps. Personal Hotspot service is not available while on the global plan.

The MiFi/tablet global data feature is 100MB of international data for $18.75/mo. for participating countries, which can be viewed at [http://www.verizonwireless.com/wcms/overlays/international-travel-datacountries.html](http://www.verizonwireless.com/wcms/overlays/international-travel-datacountries.html). If you exceed the 100MB allowance in the participating countries, you'll get an additional 100MB for $25. Countries not listed will be at the Pay as You Go rates. Data usage without this plan or in countries that aren't covered is charged at the Pay as You Go rate of $0.002/KB ($2.05/MB). The international data feature will remain on your line for a minimum of 30 days.

Pay as you go data: Please be careful when using your device in non-participating countries, as cellular data charges can accumulate quickly into hundreds and even thousands of dollars. Using your hotel’s WiFi service may be a good alternative, but those connections may be insecure and should not be used to transmit sensitive information.

If you experience service issues while abroad please contact Verizon Global Support.

**Verizon Global Support**
Inside the US: 800-711-8300
Outside the US: 908-559-4899
**Toll Free Numbers outside the US**

Common Question:

*Do I need to change any device settings to connect internationally with my World phone or international data device?*

It depends on your device. Some devices set international roaming off by default. See your device's user guide for instructions to turn international roaming on.

Note: On Android™ devices, the international roaming option will say "global mode," while iOS® devices will say "international roaming."
If your device's default is international roaming on, your device automatically chooses an international network when you're traveling abroad.

iPhone 5 and 5S Settings

iPhone 6 and 6 Plus Settings

iPhone 6S and 6S Plus Settings

iPhone 7 and 7 Plus Settings

Samsung Galaxy S5

Samsung Galaxy S6/S6 Edge

Samsung Galaxy S7/S7 Edge