

Travelling With Your Mobile Phone

Cost

Before taking your mobile phone abroad make sure that you understand the cost and connection implications. The cost of international calling is much higher than calling domestically. Before you leave, it is important contact your network provider to clarify their international call charges. In most cases this can be found on their website.

To demonstrate the cost of calling from abroad the table below details what O2 charge pay monthly customers:

World Zones	Calling to the UK from included countries (per min)	Calling within Zone (per min)	Calling out of Zone (per min)	Receiving a call (per min)	Sending a text	Sending a media message
W. Europe	36p	36p	179p	15p	11p	26p
E. Europe	137p	137p	199p	85p	30p	26p
USA and Canada	137p	137p	199p	103p	25p	26p
Asia and Pacific	85p	85p	199p	111p	30p	26p
Rest of the world	170p	199p	199p	141p	40p	26p

Contact your network provider, ask if they have any specific packages or bolt on's for international calling. These can offer a significant cost saving compared to standard charges.

If you decide to use your standard SIM ask your provider if international roaming needs to be enabled, either on your handset or at their end, in order to work when abroad. These requests can take a couple of weeks to process, so contact your provider well in advance.

Another way to reduce international calling costs is to purchase an international SIM card for your phone. These SIM cards are intended for use on foreign networks, and offer significant savings compared to domestic SIM's. These SIM's can be purchased online, at airports, and in some specialist high street retailers.

If you wish to take your smart phone abroad but do not want to incur the extra charges associated you can choose to turn off roaming and/or cellular data completely, this will allow you to send/receive data only when connected to wireless networks.

IPHONE

Turn Off Data Roaming

Tap "Settings"

Tap "General"

Tap "Network"

Set data "Data Roaming" to "off"

Turn Off Data Connection (iOS4 only)

Tap "Settings"

Tap "General"

Tap "Network"

Set "Cellular Data" to "off".

Android

Turn Off Data Roaming

Tap "Settings"

Wireless & networks

Mobile networks

Ensure there is no tick next to "data roaming"

Turn Off Data Connection

Tap "phone".

Dial *##*#4636#*##* to open the "Testing" screen.

Tap on Phone Information.

Press the Menu key or button.

Tap on More.

Tap on Disable data connection.

To turn data back on follow the same process but select Enable data connection at the end.

Blackberry

Turn Off Data Connection

Go to home

Select Manage connections

Remove the check next to Mobile Network

Place a check next to Wi-Fi to enable the wireless connection.

Compatibility

In order to charge your handset, you will need a travel plug adapter for your mobile phone charger as UK voltage rates and plug forms are often not compatible when abroad.

Check that your mobile phone will work on the transmission frequency of the country you are visiting. Phones can be dual, tri or quad-band, this will dictate which frequencies it works on. All phones sold in the UK will be at least dual-band, which means that they can be used throughout Europe and in some other countries. You will need a tri-band phone for North and South America and some areas may need a quad-band device.

Security

If your mobile phone is lost or stolen you will need to contact your network provider to arrange for the phone/SIM card to be blocked. In order to do this they will need your mobile's IMEI serial number, your mobile phone number and the make/model of the handset. Keep a note of these with you when travelling.

Ensure that your travel insurance policy provides coverage for your handset, or that your mobile phone insurance is valid when abroad. This is often not the case, although additional cover can often be purchased.

External sites

The link below will take you to roaming advisor, which is an excellent independent mobile roaming cost comparison engine. You can use this to find the best roaming SIM to use at your destination.

<http://www.roamingsims.com/>

The link below will direct you to Money Saving Expert's guidance on taking your mobile device abroad.

<http://www.moneysavingexpert.com/phones/cheap-roaming-calls>

This site has a lot of excellent advice and tips as well as up to date guides such as:

The best roaming deals given by the major mobile networks

<http://www.moneysavingexpert.com/phones/cheap-roaming-calls#providerbundles>

The best roaming SIM for your destination

<http://www.moneysavingexpert.com/phones/cheap-roaming-calls#simcards>

How to use VOIP clients, such as Skype, to cut your call costs.

<http://www.moneysavingexpert.com/phones/free-international-phone-calls>

Contacts

Important Contact Numbers

It is worth storing the following emergency contact numbers in your handset before travelling:

Your network provider

O2	0844 809 0202	Orange	07973 100 439
T-Mobile	0845 412 5000	Three	0843 373 3333
Virgin	0845 6000 789	Vodafone	08700 700 191
Tesco Mobile	0845 301 44 55		

Your travel insurance provider's helpline number

Your hotel or tour operator's helpline number

The telephone number of the local British Embassy

Below are the numbers of useful government offices and agencies

Foreign & Commonwealth Office Enquiries	+44 (0) 207 008 1500
Services for Briton's overseas	+44 (0) 207 008 0210
Travel Advice	+44 (0) 845 850 2829