

Your Cell Phone Services & International Travel



Service Providers



Contact Procurement Before you Travel

Please contact the procurement department via gwmobile@gwu.edu at least two weeks prior to international travel to ensure that you have a global ready device. You will need to provide your mobile number, sim (iccid) card number and carrier. Within 24 hours, procurement will either confirm that the device may be used internationally or they will indicate that the device is not and provide several options, including loaning a device (when available), prior to your trip.

International plan options vary with the carrier. While Verizon currently offers unlimited data for use on the mobile device only, AT&T offers several levels of data add-ons for their mobile devices. It is important to consult with IT prior to contacting procurement regarding your intended usage while out of the country so that they can provide some estimate of the amount of data that will need to be added on.

Please note that all data usage is intended for the specific device that it is requested for. At no point should you tether your device to another i.e. laptop, etc. It is recommended that Wi-Fi is utilized when available. Only after the end user has returned to the U.S. should procurement be contacted to remove any international plan. It is not possible to enter date ranges for plans nor is it the responsibility of the procurement department to disable any feature or plan without prior request.

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The Do's and Dont's-Vendor Specific

The following applies to all smartphones – Iphones, Androids, Blackberries...etc.

Verizon Users

While out of the country do not at any point utilize your phone as a mobile “hot spot” or tether it to any other apparatus. Tethering is when you connect your phone to a laptop or other piece of equipment as a way to secure broadband connectivity for that device.

You may use your device for email, web browsing, voice calls, Wi-Fi, and location based services. Once your global plan has been added, you will not incur any additional charges for performing any of the aforementioned actions (with the exception of global positioning services – gps, which can be requested). Our plans included unlimited data. Voice calls are billed at a per minute rate based on location. International text messaging is billed at \$.50 per text and cannot be discounted.

Once a plan is activated on your device, you will not need to make any settings changes. However, to ensure that your phone is programmed properly, please perform the following after you have been notified that the global plan has been added to your line and prior to leaving the country:

1. Dial *228, press call
2. Once the voice menu comes on, choose option 1 for programming
3. Wait for the music to finish playing and you will be notified that the phone has been programmed successfully
4. Disconnect the call

This programming updates your phones software and updates the list of roaming towers.

AT&T Users

While out of the country do not at any point utilize your phone as a mobile “hot spot” or tether it to any other apparatus. Tethering is when you connect your phone to a laptop or other piece of equipment as a way to secure broadband connectivity for that device.

You may use your device for email, web browsing, voice calls, Wi-Fi, and location based services. Once your global feature has been added, you will not incur any additional charges for performing any of the aforementioned actions (with the exception of global positioning services – gps, which can be requested) provided you stay within the limits of your allotted data add on. Add on options for global data include 25, 50, 300 and 800MB data. Voice calls are billed at a per minute rate based on location and can be discounted further with the addition of the World Traveler feature. A package of international texts can be added on if needed, please inquire; if not, texts are billed at \$.50 per text.

Once a data package is activated on your device, you will not need to make any settings changes. However, to ensure that your phone is programmed properly, please perform the following after you have been notified that the global plan has been added to your line and once you arrive at your destination:

1. Turn your device **on**
2. Pull the battery for 5 – 10 seconds
3. Replace battery
4. Power up device

This soft reset updates your phone’s programming and list of roaming towers.