



Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

State of West Virginia
Master Agreement

Order Date: 2016-12-14

CORRECT ORDER NUMBER
 MUST APPEAR ON ALL PACKAGES,
 INVOICES, AND SHIPPING PAPERS.
 QUESTIONS CONCERNING THIS
 ORDER SHOULD BE DIRECTED TO
 THE DEPARTMENT CONTACT.

V5

Order Number: CMA 0210 0210 CPHONE13A	Procurement Folder: 112
Document Name: CPHONE13A Change Order #6 (OT1789)	Reason for Modification:
Document Description: WIRELESS COMMUNICATION SERVICES, ACCESSORIES & EQUIPMENT	Change Order #6 - to complete an administrative change
Procurement Type: Statewide MA (Open End)	
Buyer Name: Stephanie L. Gale	
Telephone: (304) 558-8801	
Email: stephanie.l.gale@wv.gov	
Shipping Method: Best Way	Effective Start Date: 2013-04-15
Free on Board: FOB Dest, Freight Prepaid	Effective End Date: 2019-06-30

VENDOR	DEPARTMENT CONTACT
Vendor Customer Code: 000000230607 ATT MOBILITY 7229 PARKWAY DR # 200	Requestor Name: Laura E Hooper Requestor Phone: (304) 558-5472 Requestor Email: laura.e.hooper@wv.gov
HANOVER MD 210761317	
US	
Vendor Contact Phone: (999) 999-9999 Extension:	
Discount Percentage: 0.0000	
Discount Days: 0	

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV 25305 US	STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER No City WV 99999 US

AGENCY COPY

Total Order Amount Open End

 PURCHASING DIVISION AUTHORIZATION SIGNED BY: <i>[Signature]</i> DATE: 12/19/16 ELECTRONIC SIGNATURE ON FILE	ATTORNEY GENERAL APPROVAL AS TO FORM SIGNED BY: <i>[Signature]</i> DATE: 12-22-16 ELECTRONIC SIGNATURE ON FILE	ENCUMBRANCE CERTIFICATION SIGNED BY: DATE: DEC 23 2016 ELECTRONIC SIGNATURE ON FILE
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Extended Description:

Change Order #6

Change Order No. 6 issued to complete an administrative change in order to attach AT&T's international roaming document which was inadvertently omitted from Change Order #5.

All provisions of the original Contract and subsequent Change Orders not modified herein shall remain in full force and effect.

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
1	83111603			LS	\$0.000000
	Service From	Service To			

Commodity Line Description: WIRELESS EQUIPMENT

Extended Description:

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
2	83111603				\$0.000000
	Service From	Service To			
	2016-11-01	2018-06-30			

Commodity Line Description: WIRELESS SERVICES

Extended Description:



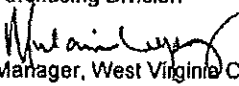
STATE OF WEST VIRGINIA
DEPARTMENT OF ADMINISTRATION
OFFICE OF TECHNOLOGY
State Capitol
Charleston, West Virginia 25305

Earl Ray Tomblin
Governor

Mary Jane Pickens
Acting Cabinet Secretary

Gale Y. Given
Deputy Cabinet Secretary
Chief Technology Officer

TO: Stephanie Gale
Senior Buyer, Purchasing Division

FROM: Melanie Lopez 
Procurements Manager, West Virginia Office of Technology

CC: Justin McAllister
CFO, West Virginia Office of Technology

Subject: (OT1747) CPHONE13A -- Request for Change Order #6, Administrative -- Omitted Document with Change Order #5

Date: 11/20/16

WVOT requests Change Order #6 to Statewide Contract CPHONE13A. This administrative change provides AT&T's International Roaming document which was inadvertently omitted with Change Order #5 finalized on 11/4/16.

As stated in the previous Change Order #5 Agency memo, the updated International Bundles will lower Voice, Data, and Unlimited SMS rates. Allowing these items will provide the State of West Virginia with more options and flexibility which could yield substantial savings. The Change Order #5 corresponding vendor memo also included the International Roaming information, therefore no additional vendor information is being submitted with Change Order #6.

In addition, in order to accommodate a conversion error with the initial contract into wvOASIS, the Department ID should be revised from 0210 (ISC/OT) to 0212 (Purchasing) allowing Agencies visibility into the contract pages in wvOASIS.

Please let us know if additional information is required to support this Change Order.

AT&T International Roaming

When you are traveling outside the U.S.



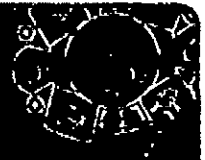
For Cell Phones

AT&T PassportSM Packages

Get everything you need for international travel in one package for use in over 200 countries. AT&T Passport¹ packages include unlimited messages sent, affordable high-speed data² and discounted calling rates. Packages can be purchased for short trips as a one-time charge that automatically expire after 30 days. They can also be purchased as a monthly-recurring charge with a 2-month minimum for longer or more frequent trips. For a list of countries, visit att.com/globalcountries.

Cell Phone Packages ¹			
	Passport	Passport Silver	Passport Gold
Charge (one-time for 30 days or monthly recurring)	\$40	\$60	\$120
Messages Sent (Text, Picture, Video)	Unlimited	Unlimited	Unlimited
Talk	\$1/min	50¢/min	35¢/min
Cellular Data	200 MB	300 MB	800 MB
Cellular Data Overage	25¢/MB	20¢/MB	15¢/MB
Wi-Fi Access at Participating Hotspots	Unlimited ³	Unlimited ³	Unlimited ³

Say Goodbye to Roaming Charges in Mexico and Canada



Now you can talk, text and use your plan data in Mexico like you do in the U.S. with no roaming charges* — available with new AT&T Mobile Share Value plans (15GB and higher)[†] and other qualified business plans.^{**} Traveling to Canada? With an AT&T unlimited plan, you can talk, text and use your plan data in Canada and Mexico with no roaming charges by adding AT&T Roam North America^{††} to your consumer account.

^{*}Fees, charges and restr. apply. Terms subject to change. For consumer customers, see more details at att.com/coveragemex. For business customers, see more details at att.com/mexicoforbiz.

[†]For business customers, qualified plans consist of AT&T Mobile Share Value Plans for Business (15GB and higher) and AT&T Mobile Select plans (\$20/mo. and higher).

^{††}Compatible devices only. Fees, charges and restr. apply. If talk, text or data usage in Mexico and/or Canada exceeds 50% of total talk, text or data usage for two consecutive billing periods, AT&T may remove roaming features. After 22GB data usage, AT&T may slow speeds. Terms subject to change. See more details at att.com/roamna.

Please note: If you add AT&T Passport to an AT&T Mobile Share plan that includes roaming in Mexico, international long distance pay-per-use rates apply rather than AT&T Passport rates to calls made from Mexico to other international countries unless you have an international long distance package for your device. For more details, consumer customers should visit att.com/coveragemex and business customers should visit att.com/mexicoforbiz.

¹**AT&T PassportSM Packages:** One-time charge or monthly recurring charge applies. One-time charge packages are valid for 30 days beginning on the chosen effective date, may cross 2 bill cycles, and expire automatically. Packages will not be prorated if canceled on or after the chosen effective date. Packages canceled prior to chosen effective date will not incur the one-time charge. Monthly recurring version of AT&T Passport package requires a 2-month minimum term commitment. **General Package Terms:** Compatible device with domestic postpaid wireless service required. **Countries:** Includes talk, text, and data coverage in over 200 countries listed at att.com/globalcountries. **Wi-Fi:** AT&T Passport packages include Wi-Fi access at participating hotspots in over 18 countries. Must download AT&T Passport app and register to access participating hotspots. Data rates may apply for download and usage. **Data:** Actual data speeds vary by device and location. **Data Overage:** \$0.25/MB on 200MB plan, \$0.20/MB on 300MB plan, and \$0.15/MB on 800MB plan. Monthly recurring package data allowance must be used in billing period provided or will be forfeited. **Unlimited Messaging:** Applies only to AT&T Short Messaging Service (SMS) & Multimedia Messaging Service (MMS) & not to other messaging services/applications. Messages received are charged at domestic messaging rates. **Pay-Per-Use Rates:** Apply when package expires, when traveling in excluded countries, or when you have not purchased a package. **General:** Coverage not available in all areas. Countries and rates are subject to change. Services while roaming are not guaranteed. Certain eligibility restrictions apply which may be based on service tenure, payment history, and/or credit. For additional restrictions, rates, and details, see att.com/passport and att.com/wirelesslegal (for business/govt customers, att.com/abs-addtl-terms).

²Availability, quality of coverage and services while roaming are not guaranteed.

³Unlimited Wi-Fi available at participating hotspots in over 18 countries. Requires download and activation of AT&T Passport app. Available for iPhone[®] and iPad[®] with iOS[®] 6 or higher, Android[™] smartphones with OS 2.2 or higher, and Android tablets with OS 3.2 or higher at participating international hotspots in over 18 countries. See att.com/intlwifi for more information.

⁴**Roam Mexico Feature:** For eligible devices on select Mobile Share Value plans 15GB and higher, or, for qualified business/government customers, on select Mobile Share Value Plans for Business 15GB and higher and qualified Mobile Select plans with plan charge of \$20 per month and higher. Must add to each line separately. **Data:** Allows domestic plan data usage in Mexico. Additional or promotional data may not be available for use in Mexico. **Data Overage:** If you exceed the amount of data in your qualified plan or other allotments during your billing period, additional data will automatically be provided in increments of 1GB at \$15 per gigabyte for Mobile Share Value plans or at the pay-per-use rates specified for Mobile Select plans. **Unlimited Talk:** For phones only. Unlimited talk within Mexico and to the U.S., Puerto Rico, and U.S. Virgin Islands (collectively the "Domestic Coverage Area" or "DCA"). You may be charged for calls to special or premium service numbers. **Calls to other countries:** International long distance pay-per-use rates apply to calls from Mexico to countries other than Mexico, Canada, or the DCA unless an International Long Distance service package is added to the line placing such calls. Rates subject to change without notice. For rates, see att.com/wcv. **Unlimited Text: Standard Messaging** — for phones only. Includes unlimited number of messages up to 1MB in size within Mexico and from Mexico to more than 190 countries for text messages and 120 countries for picture and video messages. AT&T may add, change, and remove included countries at its discretion without notice. Messages sent through applications may incur data or other charges. Visit att.com/text2world for details. **Advanced Messaging** — not available for use in Mexico. Additional restrictions apply and can be found at att.com/advancedmessaging. **Device Restrictions:** For Mobile Share Value customers, service not available on Wireless Home Phone, Wireless Home Phone and Internet, or Connected Devices and Wearables. **General Wireless Service: Subject to Wireless Customer Agreement** (att.com/wca), or, for business/government customers, applicable wireless service agreement. Services not for resale. Credit approval, fees, monthly, overage, other charges, usage, other restrictions per line apply. **Pricing and terms subject to change and may be modified or terminated at any time without notice.** Coverage and service not available everywhere. You get an off-net (roaming) usage allowance for each service. If you exceed the allowance, your services may be restricted or terminated. Other restrictions apply and may result in service termination. See full details for consumer customers at att.com/coveragemex and for business/government customers at att.com/mexicoforbiz.

⁵**Roam North America Feature:** For eligible devices on an AT&T Unlimited Plan. Must add to each line separately. **AT&T Unlimited Plan:** Requires eligible TV service. If not eligible for this plan, AT&T will move you to another plan and this feature will be removed. Other restrictions apply. See plan details at att.com/unlimitedplan. **Data:** allows domestic plan data usage in Mexico/Canada. **Talk:** Phones only. Includes calls within Mexico and Canada and from Mexico and Canada to the U.S., Puerto Rico, and U.S. Virgin Islands (collectively with Mexico & Canada, the "North America Coverage Area"). You may be charged for calls to special or premium service numbers. **Calls to other countries:** International long distance pay-per-use rates apply to calls from Mexico or Canada to countries outside the North America Coverage Area unless an International Long Distance service package is added to the line placing such calls. Rates subject to change without notice. For rates, see att.com/wcv. **Text: Standard Messaging** — for phones only. Includes unlimited number of messages up to 1MB in size within Mexico/Canada and from Mexico/Canada to more than 190 countries for text messages and 120 countries for picture and video messages. AT&T may add, change, and remove included countries at its discretion without notice. Messages sent through applications may incur data or other charges. Visit att.com/text2world for details. **Advanced Messaging** — not available for use in Mexico or Canada. Additional restrictions apply and can be found at att.com/advancedmessaging. **Usage Restriction:** If voice, text or data usage in Mexico and/or Canada exceeds 50% of total voice, text or data usage for two consecutive billing periods, roaming feature may be removed from your plan. **Device Restrictions:** Service not available on Connected Devices, Wearables and Tablets on the AT&T 1GB tablet plan. **General Wireless Service: Subject to Wireless Customer Agreement** (att.com/wca). Availability, quality of coverage and services while roaming are not guaranteed. Services not for resale. Credit approval, fees, monthly, overage, other charges, usage, other restrictions per line apply. **Pricing and terms subject to change and may be modified or terminated at any time without notice.** You get an off-net (roaming) usage allowance for each service. If you exceed the allowance, your services may be restricted or terminated. Other restrictions apply and may result in service termination. See att.com/roamna for full details.

AT&T International Roaming

For Tablets and Laptops

AT&T Passport DataSM Packages

Get what you need for international travel in over 200 countries. AT&T Passport Data⁶ packages for tablets and laptops include affordable high-speed data.⁷ Packages can be purchased for short trips as a one-time charge that automatically expire after 30 days. They can also be purchased as a monthly-recurring charge with a 2-month minimum for longer or more frequent trips. For a list of countries, visit att.com/globalcountries.

Tablet and Laptop Packages ⁶			
	Passport Data	Passport Data Silver	Passport Data Gold
Charge (one-time for 30 days or monthly recurring)	\$40	\$60	\$120
Cellular Data	200 MB	300 MB	800 MB
Cellular Data Overage	25¢/MB	20¢/MB	15¢/MB
Wi-Fi Access at Participating Hotspots	Unlimited ⁸	Unlimited ⁸	Unlimited ⁸

Say Goodbye to Roaming Charges in Mexico and Canada

Now you can use your plan data in Mexico like you do in the U.S. with no roaming charges* — available with new AT&T Mobile Share Value plans (15GB and higher) and other qualified business plans.¹⁰

Traveling to Canada? With an AT&T Unlimited plan, you can use your plan data in Canada and Mexico with no roaming charges¹⁰ by adding AT&T Roam North America to your consumer account.

*Fees, charges and restrictions apply. Terms subject to change. For consumer customers, see more details at att.com/coveragemex. For business customers, see more details at att.com/mexicoforbiz.

¹⁰For business customers, qualified plans consist of AT&T Mobile Share Value Plans for Business (15GB and higher), AT&T Mobile Share Data for Business plans (15GB and higher), and AT&T Mobile Select plans (\$20/mo. and higher).

¹⁰Fees, charges and restrictions apply. If data usage in Mexico and/or Canada exceeds 50% of total data usage for two consecutive billing periods, AT&T may remove roaming features. After 22GB data usage, AT&T may slow speeds. Terms subject to change. See more details at att.com/roamna.

Please note: If you add AT&T Passport Data to an AT&T Mobile Share Data plan that includes roaming in Mexico, your domestic data plan terms will apply rather than AT&T Passport data rates when traveling in Mexico. For more details, consumer customers should visit att.com/coveragemex and business customers should visit att.com/mexicoforbiz.

⁶**AT&T Passport DataSM Packages:** One-time charge or monthly recurring charge applies. Packages are valid for 30 days beginning on the chosen effective date, may cross 2 bill cycles, and expire automatically. Packages will not be prorated if canceled on or after the chosen effective date. Packages canceled prior to chosen effective date will not incur the one-time charge. After expiration, you may purchase a new package or pay-per-use rates will apply. Monthly recurring charge version of AT&T Passport Data package requires 2-month minimum term commitment. **General Package Terms:** Compatible device with domestic postpaid wireless service required. **Countries:** Includes data coverage in over 200 countries listed at att.com/globalcountries. **Wi-Fi:** AT&T Passport Data packages include Wi-Fi access at participating hotspots in over 18 countries. To use Wi-Fi you must have a compatible device and must first download AT&T Passport app and register to access participating hotspots. Data rates may apply for download and usage. **Data:** Actual data speeds vary by device and location. **Data Overage:** \$0.25/MB on 200MB plan, \$0.20/MB on 300MB plan, and \$0.15/MB on 800MB plan. Monthly recurring package data allowance must be used in billing period provided or will be forfeited. **Pay-Per-Use Rates:** Apply when package expires, when traveling in countries excluded, or when you have not purchased a package. **General:** Coverage not available in all areas. Countries and rates are subject to change. Services while roaming are not guaranteed. Certain eligibility restrictions apply which may be based on service tenure, payment history and/or credit. For additional restrictions, rates and details, see att.com/passport and att.com/wirelesslegal (for business/govt customers, att.com/abs-addit-terms).

⁷Availability, quality of coverage and services while roaming are not guaranteed.

⁸Unlimited Wi-Fi available at participating hotspots in over 18 countries. Requires download and activation of AT&T Passport app. Available for iPhone and iPad with iOS 6 or higher, Android smartphones with OS 2.2 or higher, and Android tablets with OS 3.2 or higher at participating international hotspots in over 18 countries. See att.com/intlwifi for more information.

⁹**Roam Mexico Data Feature:** For eligible devices on select Mobile Share Value plans 15GB and higher, or, for qualified business/government customers, on select Mobile Share Value Plans for Business 15GB and higher and qualified Mobile Select plans with plan charge of \$20 per month and higher. Must add to each line separately. **Data:** Allows domestic plan data usage in Mexico. Additional or promotional data may not be available for use in Mexico. **Data Overage:** If you exceed the amount of data in your qualified plan or other allotments during your billing period, additional data will automatically be provided in increments of 1GB at \$15 per gigabyte for Mobile Share Value plans or at the pay-per-use rates specified for Mobile Select plans. **Device Restrictions:** For Mobile Share Value customers, service not available on Wireless Home Phone, Wireless Home Phone and Internet, or Connected Devices and Wearables. **General Wireless Service:** Subject to Wireless Customer Agreement (att.com/wca), or, for business/government customers, applicable wireless service agreement. Services not for resale. Credit approval, fees, monthly, overage, other charges, usage, other restrictions per line apply. **Pricing and terms subject to change and may be modified or terminated at any time without notice.** Coverage and service not available everywhere. You get an off-net (roaming) usage allowance for each service. If you exceed the allowance, your services may be restricted or terminated. Other restrictions apply and may result in service termination. See full details for consumer customers at att.com/coveragemex and for business/government customers at att.com/mexicoforbiz.

¹⁰**Roam North America Data Feature:** For eligible devices on an AT&T Unlimited Plan. Must add to each line separately. **AT&T Unlimited Plan:** Requires eligible TV service. If not eligible for this plan, AT&T will move you to another plan and this feature will be removed. Other restrictions apply. See plan details at att.com/unlimitedplan. **Data:** allows domestic plan data usage in Mexico/Canada. **Usage Restriction:** If data usage in Mexico and/or Canada exceeds 50% of total data usage for two consecutive billing periods, roaming feature may be removed from your plan. **Device Restrictions:** Service not available on Connected Devices, Wearables and Tablets on the AT&T 1GB tablet plan. **General Wireless Service:** Subject to Wireless Customer Agreement (att.com/wca). Availability, quality of coverage and services while roaming are not guaranteed. Services not for resale. Credit approval, fees, monthly, overage, other charges, usage, other restrictions per line apply. **Pricing and terms subject to change and may be modified or terminated at any time without notice.** You get an off-net (roaming) usage allowance for each service. If you exceed the allowance, your services may be restricted or terminated. Other restrictions apply and may result in service termination. See att.com/roamna for full details.

Pay-Per-Use Rates

Pay-per-use rates apply without a package, when traveling in countries not included in a package, or when a package expires.

Pay-Per-Use Rates		
	Country/Location	Price
Talk	Canada/Mexico	\$1.00/min
	Europe ¹¹	\$2.00/min
	Rest of World ¹¹	\$3.00/min
	Cruise Ships/Airlines	\$2.50/min
Messages Sent ¹²	View Countries ¹¹	50¢/text; \$1.30/picture/video
Cellular Data	View Countries ¹²	\$0.002/KB (\$2.05/MB) ¹³
	Cruise Ships/Airlines	\$0.01/KB (\$10.24/MB) ¹³

¹¹Standard domestic messaging rates apply to text, picture and video messages received.

¹²For a list of countries, visit att.com/ppucountries

¹³For a list of countries where data is available, visit att.com/ppudatacountries.

¹⁴Usage is calculated in full-kilobyte increments and is rounded up to the next full-kilobyte increment.

International Prepaid Data Packages¹

Take a laptop, tablet, or netbook, not associated with your AT&T wireless postpaid account, when you travel abroad. These packages are good for 30 days and can be used in over 200 countries. Pay for the data you'll need—packages expire when you have used the data allowance or the 30-day term ends, whichever comes first.

Apple iPad[®] : Use your credit card to purchase directly from your iPad. Tap **Settings > Cellular Data > Account** and view **Worldwide Data Plan** options.

Other Data Devices : Go to att.com/buyasession to purchase a **DataConnect Pass Global Plan** using your credit card.

¹Compatible device required. Domestic DataConnect Pass plan required for International DataConnect Pass purchase. Worldwide Data Plans include domestic and International data. International Prepaid Data Packages are valid for 30 days beginning on the chosen effective date. Allotment of data varies. Package payments are non-refundable and charged on purchase date. Package expires when the data allowance has been used or the 30-day term ends, whichever occurs first.

Know Before You Go

Follow these tips before you leave the U.S.:

1. Visit att.com/travelguide to see if service is available where you'll be traveling and if your wireless device is compatible.
2. Verify that your wireless account is set up for International Roaming by calling 866.MOBILITY.
3. For dialing instructions, country lists, pay-per-use and discounted rates and more, visit att.com/global.
4. For information on how to keep charges predictable when using data abroad, visit our travel tips at att.com/wirelesstraveltips.

Cut here to carry with you while travelling.

AT&T International Roaming

Quick Reference Guide

✓ When outside the U.S.

Call International Customer Care 24 hours a day/7 days a week at +1.916.843.4685 (a free call from your wireless phone).

✓ Making calls and sending messages

- Calls or text, picture or video messages to the U.S.: Dial "+" (1) (area code) (local number)
- Calls or messages to another country: Dial "+" (country code) (local number)

Tip: With most GSM phones, the "+" key will appear on your screen if you press and hold down the "0" key.

✓ Checking voicemail

1. Press and hold the voicemail retrieval key on your phone (typically the "1" key).
2. Interrupt your personal greeting by pressing "*".
3. Enter your voicemail password.

Note: In some cases, you may reach the main voicemail system greeting. Just enter your 10-digit wireless number and then follow steps 2 and 3. International roaming charges will apply.

✓ Accessing an international network

- Before traveling, an International Roaming feature must be activated on your account.
- If you experience service issues, turn your phone off for one minute, then back on.
- Be sure your phone's frequency band is set to "automatic."
- If you are not receiving email, detach your smartphone battery and then reinsert it.
- If your PC card is not registering, remove the card; reboot computer; reinsert PC card.

AT&T International Roaming

What to Know Before You Travel Abroad

- Q.** How do I get International Roaming Services added to my account?
- A.** You may contact a sales representative or call Customer Care at 866.MOBILITY. Say you are interested in activating International Roaming Services on your account.

To activate online go to att.com/myatt, log in and select **Wireless**, and then – I want to... **Manage my plan**. Next, click **View international options**. Answer the questions to see the packages that meet your travel needs.

Certain restrictions apply.

- Q.** Is a special phone required to roam internationally?
- A.** A phone that can operate on frequencies available outside the U.S. is required. Most AT&T devices are world-capable and can operate on foreign frequencies of 1800MHz and 900MHz.

If you are traveling to Japan or South Korea, you will need a phone that operates on 3G technology at 2100 MHz. Check your device specifications for frequencies supported or visit att.com/travelguide to verify your device will operate in the countries to which you are traveling.

- Q.** What is required for AT&T customers to roam internationally at LTE speeds?

- A.** There are two requirements:
1. An LTE network must be commercially available to AT&T customers roaming in the visited country. As new carriers become available, AT&T will provide that information at att.com/globalcountries.
 2. Your device must be LTE-capable and compatible with the frequency (band) over which LTE is deployed on the foreign network. To see if an LTE device can support access to LTE networks in the countries visited, use the AT&T Travel Guide at att.com/travelguide.

If LTE is not available or your world-capable LTE device does not support the LTE frequency band(s) required, you will automatically attach to the network with the next fastest data speed, typically 4G or 3G.

- Q.** Are there any package or plan options specifically for travel to Mexico?
- A.** Talk, text and use your plan data with an eligible device in Mexico like you do in the U.S. for no roaming charge. Available with AT&T Mobile Share Value[®] or AT&T Mobile Share Data plans (15GB and higher), or with an AT&T Mobile Share Value Plan for Business or AT&T Mobile Share Data for Business plan (15GB and higher), or with a qualified AT&T Mobile Select plan (\$20/month and higher). Restrictions apply. Details for consumers at att.com/coveragemex and for business customers at att.com/mexicoforbiz.
- Q.** What do I do upon arrival abroad to make or receive calls?
- A.** If you have activated international roaming service and turned on your wireless phone abroad, it will automatically search for a wireless network. Registration usually occurs within 30-40 seconds. When the name or network number of the local operator is displayed, your phone should be ready to use.
- To manually place a call or send a message back to the U.S., simply dial "+ (1) (area code) (number).
 - To manually call or send a text to another country, dial "+", followed by the country code and local number.

With most devices, the "+" sign will appear if you press and hold the "0" key.

- Q.** Can I use my wireless phone while on a cruise?
- A.** Yes. AT&T offers wireless calling, messaging, and data service on more than 250 major cruise ships. Pay-per-use rates apply for usage while on board the ship. Discount packages are now available for customers taking cruises on select cruise ships. For a complete list of cruise ships and details, check att.com/cruiseships.

- Q.** Does 911 work outside the U.S.?
- A.** The 911 emergency number is unique to the U.S.; however, some foreign carriers do support it. In many European countries, the emergency number for police, fire, or ambulance is 112. Outside Europe, emergency numbers will vary by country. You should learn the emergency number for the country you are visiting before you leave the U.S.
- Q.** How do I charge my phone while abroad?
- A.** Like any other appliance, you will need a plug adapter to charge your phone in the countries you are visiting. Universal plug adapters are available for purchase at many retailers before you leave the U.S.
- Q.** What about talking on the phone or texting while driving?
- A.** In some countries, using a wireless device while driving is strictly prohibited. Contact the local tourist information office for regulations that may apply. Texting while driving just isn't safe. It can wait.
- Q.** What if my device is lost or stolen while abroad?
- A.** While traveling abroad, you should be especially careful to secure your phone to prevent it from being stolen. If your device or SIM card is lost or stolen, please notify AT&T immediately at +1.916.843.4685 (a free call from your AT&T wireless phone).

How to Make a Call/Send a Text/Retrieve Voicemail While Abroad

- Q.** How do I place a call or send a text, picture or video message back to the U.S. (or to someone with a U.S. number who is traveling with me)?
- A.** Enter "+" then "1" followed by the area code and the number you are contacting. With most devices, the "+" sign will appear if you press and hold the "0" key.

For calls or messages to another country, dial "+" (country code) (local number).

- Q.** Can I use Wi-Fi Calling when I travel internationally?
- A.** Yes, as long as you have enabled a Wi-Fi Calling-compatible smartphone and are connected to a Wi-Fi hotspot. Wi-Fi Calling is not allowed in all countries. Visit att.com/wificalling for more information.
- Q.** How do I check voicemail messages while roaming abroad?
- A.** You retrieve visual voicemail messages just like you would in the U.S.

If you need to dial into a voice mailbox:

1. Press and hold the voicemail retrieval key on your phone (this is typically the "1" key).
2. Interrupt your personal greeting by pressing the "* * " key and enter your voicemail password.[†]

Important Note: In some cases, you may reach the main voicemail system greeting. If so, just enter your 10-digit AT&T wireless phone number, then follow step 2.

[†]You can reset your password by calling Customer Care at 800.331.0500 (in U.S.) or +1.916.843.4685 (outside U.S.) or you may change it by accessing att.com/myatt.

To change your password online:

- Log in to att.com/myatt.
- Under **I want to**, select **Manage my profile** and **Reset voicemail password**.
- On the next page, click **Submit**.
- A text message will be sent to your phone with the new voicemail password.

AT&T International Roaming

Charges While Traveling Abroad

- Q.** How am I charged for calls made and received while traveling abroad?
- A.** You will incur a flat, per-minute, roaming airtime charge for calls placed and received while traveling abroad. Calls are rounded up to the next full minute. International calling is not included as part of your domestic service. Additional charges may apply for emergency or directory assistance calls.
- Q.** How am I charged for sending and receiving text messages outside the U.S.?
- A.** International roaming rates apply for messages SENT while abroad, and your domestic messaging rate applies to messages RECEIVED while outside the U.S. International messaging is not included as part of your domestic messaging service.
- Q.** How am I charged for data usage outside the U.S.?
- A.** International roaming data rates apply for usage outside our domestic coverage area. International data usage is not included as part of your domestic data plan.
- Q.** How am I charged for voicemail calls while roaming internationally?
- A.** Voicemail calls are charged as follows:
- When your device is on:**
- Calls you do not answer that are routed to the AT&T voicemail system will be charged as international roaming incoming calls to your device. Calls are rounded up to the next minute.
 - In addition, the foreign carrier's routing of that call to the AT&T voicemail system may generate an outgoing call charge from your device's location to the U.S.
 - These charges apply even if the caller disconnects from the voicemail system without leaving a message.
- If your device is turned off or in flight or airplane mode and the wireless network is off:**
- When someone tries to call you the call will go directly to your personal voicemail greeting.
 - Since the network does not try to deliver the call to you in a foreign country, there are no international roaming charges.
- When receiving Visual Voicemail messages:**
- Visual Voicemail messages received when roaming outside of the U.S. will be charged at international roaming data rates, either at the international pay-per-use data rate or against your international data package.

Using Data and Wi-Fi Abroad

- Q.** Can I send text messages and access data services while traveling abroad?
- A.** Messaging is typically available in all countries in which AT&T has international voice roaming service – more than 225 countries. Discounted data services are available with your AT&T Passport package in over 200 countries.
- Q.** How can I manage my data charges when I use my device outside the U.S.?
- A.** If you are traveling to Mexico and have an AT&T Mobile Share Value or AT&T Mobile Share Data plan (15GB and higher), you can talk, text and use your plan data with an eligible device in Mexico like you do in the U.S. for no roaming charge. Restrictions apply. See att.com/coveragemex for complete details.

If you are traveling to another country, here are some easy ways to help you manage international data charges when you travel abroad:

1. Purchase an international package before traveling abroad. Visit att.com/passport for rates, restrictions and other details.
2. Track your data usage while traveling with your device's usage tracker, if available.
3. Disable apps running in the background if you don't need them while traveling abroad.
4. For more tips, visit att.com/wirelessstraveltips.

Q. What is the AT&T Passport app?

A. The AT&T Passport app is a downloadable application for iPhone®, iPad®, and Android™ devices that enables customers with qualifying international packages to connect to participating international Wi-Fi hotspots in over 18 countries.

Note: Participating Wi-Fi hotspots are available in select countries. For more details, visit att.com/intlwifi before traveling.

Q. How do I sign up for the AT&T's International Wi-Fi service?

A. To get AT&T international Wi-Fi service, you must have a qualifying international package. We recommend you activate one of our AT&T Passport packages.

On the effective date you selected for your package, you will receive an SMS link to download the AT&T Passport app. Or, you can download the app directly from the App Store™ or Google Play™ store. Data rates apply for download and usage. While abroad, the app can be used to search for nearby participating Wi-Fi hotspots in over 18 countries and easily connect when you are in range. For a list, see att.com/intlwifi.

When not connected to Wi-Fi, your cellular data allowance or overage rate will apply to data usage in countries covered by your package. For a list, see att.com/globalcountries.

Troubleshooting/Contact AT&T

- Q.** What steps should I take if my data services are not registering?
- A.** If you are having difficulty using data services outside the U.S., try these troubleshooting steps:
- Smartphones with removable batteries: remove battery and reinsert.
 - Smartphones without removable batteries: fully power down the device and power back on.
 - You may also try manual scanning (not available in Canada or Mexico): **Settings > Options > Network > Change network selection to manual > Click scan for new network.** From the list of networks that appears, select a network other than the one on which you are currently registered.
 - PC Cards: remove card; reboot computer; reinsert card.
- Q.** How do I contact AT&T International Customer Care while traveling abroad?
- A.** For questions while roaming outside the U.S., contact AT&T by calling +1.916.843.4685, 24 hours a day/7 days a week, a free call from your AT&T wireless phone.



*Coverage based on offering discounted voice and data roaming; LTE roaming, voice roaming, and world-capable smartphones and tablets in more countries than any other U.S. carrier. International service required. Coverage not available in all areas. Coverage may vary per country and be limited/restricted in some countries.



For more tips on using data while traveling internationally, go to att.com/wirelesstraveltips.

International Roaming: Certain eligibility restrictions apply which may be based on service tenure, payment history and/or credit. Rates are subject to change. For countries, rates and additional details, see att.com/global. Compatible Device required. AT&T, in its sole discretion, may block your ability to use your Device while roaming internationally until eligibility criteria are met. International roaming rates, which vary by country, apply for all calls placed or received while outside the U.S., Puerto Rico and U.S. Virgin Islands. Please consult att.com/global or call 611 or 800.331.0500 for a list of currently available countries and carriers. All countries may not be available for roaming. All carriers within available countries may not be available on certain plans or packages. Availability, quality of coverage and services while roaming are not guaranteed. When roaming internationally, you will be charged international roaming airtime rates including when incoming calls are routed to voicemail, even if no message is left. Substantial charges may be incurred if Device is taken out of the U.S. even if no services are intentionally used. Billing for international roaming usage may be delayed up to three billing cycles due to reporting between carriers. Taxes are additional. If you want to block the ability to make and receive calls or use data functions while roaming internationally, you may request that by calling 1.916.843.4685 (at no charge from your wireless phone). **International Data:** International data rates apply to all international data usage, including accessing cloud-based services to upload/download/stream content. Many Devices, including iPhone, transmit and receive data messages without user intervention and can generate unexpected charges when powered "on" outside the U.S., Puerto Rico and U.S. Virgin Islands. AT&T may send "alerts" via SMS or email, to notify you of data usage. These are courtesy alerts. There is no guarantee you will receive them. They are not a guarantee of a particular bill limit. Receipt of Visual Voicemail messages are charged at international data pay-per-use rates unless customer has an international data plan/package, in which case receipt of Visual Voicemail messages decrement kilobytes included in such plan/package. Usage is calculated in full-kilobyte increments and rounded up to the next full-kilobyte increment. **International Messaging:** Unlimited texting includes SMS and MMS and excludes other messaging services or applications. **Cruise Ship Roaming:** Cruise ship roaming rates apply for calls placed or data used while on the ship. Restrictions, coverage limitations and other charges apply. Visit att.com/cruiseships for details. **Export Restrictions:** You are solely responsible for complying with U.S. Export Control laws and regulations and the import laws and regulations of foreign countries when traveling internationally with your Device. **Intellectual Property:** The GSM lettermark is a trademark of the GSM Association. IOS, iPhone and iPad are registered trademarks of Apple, Inc.



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