



# Cruise travel tips

Stay in touch on your cruise. AT&T Cruise packages<sup>1</sup> are available on over 170 ships and include use in Mexico, Canada and most Caribbean islands.

## Before you go

Verify that the cruise ship you'll be on, and the countries it will visit, are included in our AT&T Cruise packages. Then add the Cruise package that's right for you. You can view included cruise ships, countries and package options at [att.com/cruise](http://att.com/cruise). If you also need coverage for countries not included, go to [att.com/global](http://att.com/global) for options.

**Note:** If you call, text or use data over the cellular network while on a cruise ship and you don't have an AT&T Cruise package, you will be charged pay-per-use rates. International pay-per-use rates can be found at [att.com/ppurates](http://att.com/ppurates).

## Tips to manage your data use

**AT&T Cruise Talk & Text** customers – your package doesn't include data on the ship. Turn off **Data Roaming** in your device **Settings** to avoid cellular data roaming pay-per-use charges. You may still access the ship's Wi-Fi network to use data.

**AT&T Cruise Talk, Text & Data** customers – follow the tips below to help you manage your data roaming costs.



### Add an International Roaming option to cover your data usage in port and on land

Add AT&T International Day Pass<sup>®</sup> or AT&T Passport<sup>®</sup> if:

- You expect to use a lot of data while in port or on land in Mexico, Canada or the Caribbean Islands, and your domestic wireless plan does not include data use in Mexico or Canada
- Your cruise destination countries are not included in our Cruise packages (for example, Belize).

Go to [att.com/global](http://att.com/global) for details and options.



### Use Wi-Fi connections when available

Wi-Fi use does not count toward your Cruise package data allowance. For iOS devices: Disable Wi-Fi Assist to avoid using cellular data when you intend to use Wi-Fi. Go to: **Settings>Cellular**. Scroll to bottom to locate **Wi-Fi Assist**.



### Be aware of data usage with iMessage

iMessage (and other messaging apps) use data and can diminish your Cruise package cellular data allowance. To conserve data, wait to send large pictures and videos when connected to Wi-Fi.



### Toggle data roaming

At times when you don't want to use any cellular data, turn off **Data Roaming** in your device **Settings**.



### Disable unused apps

Disable apps running in the background

- For iOS devices: Go to **Settings>General>Background App Refresh**. Change to off or Wi-Fi only.
- For Android devices: Go to **Settings>Connections>Data Usage**. Turn **Data Saver** on and select only the apps you want to allow to use data in the background.



### Avoid streaming

Streaming content is extremely data intensive. You can download videos and music before leaving the U.S. to avoid streaming while abroad.



### Disable email auto-check

Switch your phone's email settings from **Push** to **Fetch**. This allows you to manually download email when connected to Wi-Fi. Avoid sending or receiving large attachments, like pictures or videos, when on the cellular network.

- For iOS devices: Go to **Settings>Accounts & Passwords>Fetch New Data**. Turn **Push** to off and under **Fetch** below, select **MANUALLY**.
- For Android devices: Turn **Data Saver** on and make sure email is not selected to allow data usage in the background.

# FAQs

- Q. What is the difference between a Cruise package and other international roaming options?**
- A.** AT&T Cruise packages are the only options that include cellular usage onboard select cruise ships. For a list of included cruise ships go to [att.com/cruise](http://att.com/cruise). AT&T International Day Pass® and AT&T Passport® do not include cruise ship usage.
- Q. Is my usage covered regardless of the cruise ship I take?**
- A.** No. AT&T Cruise packages only apply to cruise ships listed at [att.com/cruise](http://att.com/cruise). If you're traveling on a non-qualifying ship, any cellular usage will be billed at pay-per-use rates, found at [att.com/ppurates](http://att.com/ppurates).
- Q. Is usage incurred in port or on land included in the Cruise packages?**
- A.** Yes, Cruise packages include usage in Mexico, Canada, and most Caribbean islands. For a list of included countries, go to [att.com/cruise](http://att.com/cruise). If your cruise takes you to other countries, go to [att.com/global](http://att.com/global) to review options.
- Q. Can I have an AT&T International Day Pass® or an AT&T Passport® package along with a cruise package?**
- A.** Yes. Cruise packages are compatible with International Day Pass and Passport packages. Go to [att.com/global](http://att.com/global) to review options and included countries. Consider adding one of these options if:
- You expect to use a lot of data while in port or on land in Mexico, Canada or the Caribbean Islands, and your domestic wireless plan does not include data use while in Mexico or Canada.
  - Your cruise destination countries are not included in cruise packages (for example, Belize).
- Q. How can I tell if I am on a ship's wireless network versus a wireless network in an international country?**
- A.** Cruise ships are required to turn off their wireless networks when they are 9 to 12 nautical miles from land and while in port, at which point cellular service is provided via the nearest country.
- When the ship's wireless network is on, the display on your device will show "Cellular at Sea," "wmsatsea", "901-18" or "NOR-18" which indicates you are roaming on the cruise ship's network.
  - Once you are roaming on a land carrier, your device displays that carrier's network information.
- Q. Will one AT&T Cruise package cover all the devices on my account?**
- A.** No. AT&T Cruise packages are added on a per-line basis. If you are traveling with multiple wireless devices that you wish to use during your cruise, each device must have its own cruise package.
- Q. How long is the AT&T Cruise package effective?**
- A.** Cruise packages are effective for 30 days and expire automatically. Pro-rated charges are not provided for use less than 30 days. The package will automatically drop off after 30 days, so there is no need to contact Customer Care to remove it.



## How to call, text and use data internationally

- To call or send a text message back to the U.S., dial +1 followed by the 10-digit number\*
- To call or send a text message to another country, dial + (country code) followed by the local phone number\*
- To use cellular data, turn on **Data Roaming** in your device **Settings**
- Or alternately to conserve your data allowance or avoid unexpected cellular data charges, turn off **Data Roaming** in your device **Settings**
- Some devices have settings that automatically add the correct prefix or country code when calling numbers stored in your **Contacts**. For iOS, turn on **Dial Assist** in your device **Settings**.

\*The "+" sign typically appears if you press and hold the "0" key on your dial pad.

## How to solve a service issue

- Turn your phone off for one minute and then back on
- If the issue persists, call AT&T International Customer Care at **+1.314.925.6925** (a free call from your wireless phone)

