



Global Support Guide

Welcome

Thank you for choosing Verizon Wireless. You've just put the world in the palm of your hand. This Global Support Guide includes general information on how to make calls and data connections while traveling abroad, as well as how to reach Customer Service and access websites.

To get the full benefits of roaming outside the U.S. on GSM networks with your Global Ready™ device, you must subscribe to a global plan or feature and activate the SIM Card pre-installed on your device. If you need customer support while in the U.S., please dial *611 from your Verizon Wireless device, or 1-800-922-0204 from any phone.

For more information on global features and capabilities and for a current list of destinations and rates, visit verizonwireless.com/global.

Basics

Actions to Complete Prior to Your Trip Abroad

- Select a global plan or feature or confirm existing services by calling Customer Service at *611 from your Verizon Wireless device, or by dialing 1-800-922-0204 from any phone.
- Check out the Verizon Wireless trip planner on verizonwireless.com/tripplanner. Find what you need to know before you travel based on pricing options, coverage, trip duration, and your device. Don't forget to print out the results to take with you!

Connecting to a CDMA or GSM Network

Verizon Wireless offers services outside of the U.S. on both CDMA and GSM networks. The global plan or feature you have subscribed to and the activated SIM Card allow your device to access GSM networks while traveling outside of the U.S.

Your Global Ready device is set to International CDMA ON by default. In the event that you travel to destination which supports both CDMA and GSM and you need to roam on a GSM network go to Settings and turn International CDMA to OFF.* If you remove your SIM Card your device will only connect to CDMA networks.

Whether you are on a CDMA or a GSM network, the phone number for your device remains the same.

*Please refer to the online Device Manual on verizonwireless.com/support for more information.

Wireless Network Coverage Indicators

Typically there are indicators on the device display showing the wireless coverage level for the area in which you are using your global device. Depending on the wireless signal strength, some of the device's features may be limited. Please refer to your online Device Manual for details on such indicators.

Making a Call

1. Important: Plan ahead go to vzw.com/tripplanner.
2. Complete 4 quick steps: Location, Duration, Communications & Devices.
3. Click [Show me what I need](#).
4. Click [Dialing Instructions](#).
5. Print and bring along for peace of mind while traveling.

While Outside of the U.S. on a GSM Network

You can tell that you are in a GSM market when an **E** or **o** icon* appear in the status bar.

1. Press **0** or ***** on the keypad of your device to insert the **+** symbol. This will automatically insert the exit code for the country from which you are calling.
2. Enter the country code of the number you are calling.
3. Enter the 10-digit number of the person you are calling.

When calling out of your address book in GSM mode, you generally do not need to add additional digits to a contact number. The phone will automatically add the **+** sign and, for calls back to the U.S., the country code (1).

*Please refer to the online Device Manual on verizonwireless.com/support for an image of the icon.

While Outside of the U.S. on a CDMA Network

You can tell that you are on a CDMA network when a **3G** or **o** icon* appear in the status bar.

1. Enter the exit code for the country from which you are calling.
2. Enter the country code of the person you are calling.
3. Enter the area code/city code, followed by the number of the person you are calling.

*Please refer to the online Device Manual on verizonwireless.com/support for specific image of the icon.

North American Numbering Plan Destinations

Please note that some destinations such as Bermuda, Canada, Puerto Rico and the Dominican Republic are on the North American Numbering Plan (country code = 1) and do not require an exit code to make a call or send a text message back to the U.S. (or any other locations in the North American Numbering Plan). However, you might be required to dial 1 before the 10-digit number.

Sending a Text Message When Outside of the U.S.

1. Refer to the Device Manual for information on how to send a text message.
2. Using the keypad, enter the contact's phone number as if you were calling it. Include + if you are on a GSM network. If you are on a CDMA network and sending a text message to a number within the North American Numbering Plan, dial the 10-digit number. If you are sending a text message to a number outside of the North American Numbering Plan, enter 011-country code-number.

Global Data Information

You can stay connected on your smartphone while you travel outside of the U.S. by adding a Global Data plan to a domestic data plan or package. You can calculate your data usage to figure out which plan or feature will best meet your needs using our Data Calculator, which can be accessed at verizonwireless.com/datacalculator.

Tip: Use Wi-Fi when available.

Wi-Fi is available in many international airports, hotels and restaurants to browse the Web or check email. For the most recent information on rates and coverage visit: verizonwireless.com/globaldatarates.

Verizon Wireless will terminate your service for good cause if less than half of your voice or data usage over three consecutive billing cycles is on the Verizon Wireless 3G Data Coverage Area.

Global Customer Support

Verizon Wireless offers 24/7 customer support while you are traveling abroad. If you need toll-free Customer Service assistance or Technical Support for your device, dial:

While on a GSM Network

- Dial +1-908-559-4899.

While on a CDMA Network

- Dial the exit code for the country from which you are calling.
- Dial 1-908-559-4899.

You may be asked for your SIM Card number when you reach our Global Customer Support Team. To locate your SIM Card number, in the device Menu go to **Settings, General, About, ICCID**. The device SIM number is listed as the ICCID.

SIM Card Number _____

Global Support Calling Card

If your phone is lost, stolen, broken, or you experience a device issue while you are traveling abroad, please use the Verizon Wireless Global Support Calling Card that comes with this brochure. You will be able to reach our global help desk toll-free from any landline phone in those countries where an access number is available.

How to Reach Global Customer Support

1. Dial the country/network-specific access number from the country you are in.
2. After the tone, enter your Verizon Wireless calling card number and PIN.
3. After the tone enter **0-908-559-4899**.
4. The Verizon Wireless Global Roaming Hotline will then prompt you to enter your 10-digit mobile number.

Country Not Listed?*

To get the most up-to-date list of access numbers go to verizonwireless.com/worldwideaccessnumbers.

*Not all countries are covered by this service.

Calling from a Hotel?

Ask the hotel operator about hotel-added surcharges and how to dial from your room. Many hotels do not assess charges when you are using a calling card. Many payphones require prepaid cards, coins, credit cards, etc.

NOTE: In some locations, public phones require coins or phone cards to get a dial tone.

 CUT ALONG DOTTED LINE



Global Support Calling Card

Calling Card Number: 9085594899

PIN: 2392

To Reach Global Customer Support

1. Dial the country/network-specific access number from the country you are in.
2. After the tone, enter your Verizon Wireless calling card number and PIN.
3. After the tone enter **0-908-559-4899**.
4. The VZW Global Roaming Hotline will then prompt you to enter your 10-digit mobile number.

Toll-free access #: verizonwireless.com/worldwideaccessnumbers.

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GSCARD3G0312

Worldwide Access Toll-Free Numbers

Country	Network	Toll-Free Access #	Country	Network	Toll-Free Access #	Country	Network	Toll-Free Access #
American Samoa		633-2624	Haiti		193 †	Romania		0-800-99-0019 ❖
Anguilla		1-800-888-8000 ❖†		Collect call Creole	190	Russia	Moscow	747-3322 ★❖
Antigua	Public card phones only	#2 ❖†	Honduras		8000-122 ❖		St. Petersburg	960-2222
Argentina	Telefónica	1-800-888-8000	Hong Kong		800-96-1121			346-8022
	Telecom	0800-222-6249	Hungary		06 - * - 800-01411 ❖	<i>In cities outside of Moscow or St. Petersburg—Dial 8, wait for dial tone, then dial the access number.</i>		
Aruba		0800-555-1002	Iceland		800-9002 ★	Rwanda		299
Australia	Optus	800-888-8	India		000-127 ❖	Saipan		1-800-888-8000 ❖
	Telstra	1-800-551-111 ★		Collect call	000-126	San Marino		800-90-5825 ♣
	AAPT	1-800-881-100	Indonesia		001-801-11 ★	Saudi Arabia		1-800-11 †
		1-800-730-014			007-801-11	Senegal		810-3085 ★
Austria		0-800-999-762 ★	Iraq		165	Singapore	Singtel payphones only	8000-112-112 ❖L
Bahamas		1-800-888-8000 ❖†	Ireland, Republic of		1-800-55-1001		Star Hub payphones only	8000-010-002
Bahrain		800-00-002	Israel		180-920-2727	Slovak Republic		08000-00112
Bangladesh	Rotary phones	1570012			180-930-2727	South Africa		0800-99-0011
	Automated	1570013			180-940-2727	Spain		800-099-357
Barbados		1-800-888-8000 ❖†	Italy		800-90-5825 ★	Sri Lanka	Colombo only	244-0100
Belarus		8-800-103	Ivory Coast		00-1001			11-2440100
Belgium		0800-10012 ★♣L	Jamaica	From hotels	1-800-888-8000 ❖†	St. Kitts/Nevis		1-800-888-8000 ❖
Belize	Payphones	815 ❖		From payphones	873 - # - 2	St. Lucia		1-800-888-8000 ❖
	Hotels	557	Japan		00539-121 ★	St. Vincent		1-800-888-8000 ❖
Bermuda	TeleBermuda	1-800-888-8888 ❖†			0066-55-121	Sweden		0-200-895-438 ★
Bolivia		800-10-222 ★			0034-811-811	Switzerland		0800-89-0222 ★
Brazil		0-800-890-0012	Jordan		18-800-001	Taiwan		0080-113-4567 ★
Brunei		800-01-1	Kazakhstan		8-800-131-4321 ♣L	Thailand		001-999-12-001
Bulgaria		00800-0001 ♣L	Kenya		0800-220-111 ❖♣L			1-800-0-001-20
Canada		1-800-888-8000	Korea, South		00729-14	Tonga Islands		0-800-191
Cape Verde		0-800-2624		<i>Not available from US military bases</i>	00309-12	Trinidad & Tobago		1-800-888-8000 ★
Cayman Islands		1-800-888-8000 ❖†		Mobile phone access	00309-099	Turkey		0-811-288-0012 ★L
Chile	Telefónica Mundo	800-207-300			00369-14	Turks & Caicos		1-800-888-8000 ❖†
	Entel	800-360-180		From payphones press red button	3	Ukraine		00-013 ❖♣
China	Telecom—CT South	108-12	Latvia		800-8888	United Arab Emirates		0-800-111 ★
	CT South	108-17	Lebanon		01-427-627 ❖†	United Kingdom		0800-279-5088
	CNG	108-712	Liechtenstein		809 ★	Uruguay		000-412
Colombia	Spanish	01-8009-161-111 ★M	Lithuania		8800-900-26 L	Uzbekistan		
	English	01-8009-160-001	Luxembourg		8002-0112		Only accessible in Tashkent	8641-998-00001 ❖♣
	Orbitel	01-8005-160-001	Macau		0800-131	Vatican City		800-90-5825
Cook Islands		9121	Macedonia		8000-4266 ★	Venezuela	English	0-800-100-1131 ★❖
Costa Rica		0800-012-2222 ★	Malaysia		1-800-80-0012 ★		Spanish	0-800-100-1130
Croatia		0800-22-0112 †		From payphone	1-800-18-0012	Vietnam		1201-1022 ❖❖
Cyprus		800-90000 ★			1-800-11-0012	Virgin Islands, British		633-2624 ❖
Czech Republic		800-001-112 ★	Malta		1-800-28-0012		<i>Includes Jost Van Dyke, Tortola, Virgin Gorda</i>	
Denmark		8001-0022 ★	Marshall Islands		800-90120	Virgin Islands, US		1-800-888-8000
Dominica		1-800-888-8000 ❖	Martinique		0-800-99-0019	Zimbabwe		891
Dominican Republic		1-800-888-8000 ❖	Mexico		001-800-674-7000		Harare land line only	717171
	Spanish	1121		<i>When calling from a payphone, use phones marked LADATEL.</i>				04-717171
Ecuador	Andinatel	1-999-170 ❖	Micronesia		624			
	Spanish	1-999-172	Monaco		800-90-019 ★			
	PacificTel	1-800-999-170	Montserrat		1-800-888-8000 ❖			
	Spanish	1-800-999-172	Morocco		00-211-0012			
Egypt		7955770 ★	Netherlands		0800-023-5103 ★			
<i>Outside of Cairo, dial 02 first.</i>			Netherlands Antilles		001-800-888-8000 ❖♣			
El Salvador	CTE	800-1797		<i>Includes Bonaire, Curacao, Saba, St. Eustatius, St. Maarten</i>				
	Telefónica	800-1567	New Zealand		0800-99-77-44 ★♣L			
Estonia		800-12-122 ♣			000-912			
Fiji		004-890-1002	Nicaragua	Spanish	1-800-0166			
Finland		08001-102-80 ★		English	1-800-0167			
France		0-800-99-0019 ★	Norway		800-19912 ★			
French Antillies		0-800-99-0019	Pakistan		00-800-12-001 ★			
French Guiana		0-800-99-0019	Panama		800-0108			
Gabon		00-005			800-3456			
Georgia		8-024995 ★	Paraguay		00-812-800			
Germany		0-800-888-8000	Peru		0-800-50010 L			
Ghana		019019 L†	Philippines	English	105-14 †			
Greece		00-800-1211 ★			10-10-55-1200			
Grenada		1-800-888-8000 ❖†			105-15			
Guadeloupe (Marie Galante, Le Désirade, Les Saintes)		0-800-99-0019			10-10-55-12-10			
Guam		1-800-888-8000	Poland		00-800-111-21-22 ❖★			
Guatemala		99-99-189 ❖★L	Portugal		800-800-123 ❖L			
Guyana		177	Puerto Rico		1-800-888-8000			

Symbols

- L Not available for mobile phones.
- M Some carriers may charge an additional per minute fee in local currency for payphones.
- ❖ Limited availability.
- ◆ Wait for second dial tone.
- ♣ Not available from public payphones.
- ★ Payphones may require coin deposit or local phone card for dial tone.
- ✳ Local service fee in U.S. currency required to complete call.
- † Prepaid cards not permitted.

NOTE: For Caribbean Islands not listed, you can use **800-674-7333** as the worldwide access number.