



INTERNATIONAL SUPPORT GUIDE

Welcome

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

To get the full benefits of traveling outside the U.S. with your World Device, you must subscribe to an international plan. 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. See the section below for **International Customer Support** if you are outside the U.S.

For information on international plans, rates and capabilities and for a current list of destinations and rates, visit vzw.com/international.

Basics

Prepare and Gather Information Prior to Your Trip Outside the US

1. Go to Verizon Wireless Trip Planner at vzw.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!
2. Perform a International Ready Check On your Smartphone:
 - Open My Verizon Mobile.
 - Select Device Tab on the top of the screen.
 - Select International Ready Check.
 - Enter your destination.
 - Select verify your device hardware.
 - Follow the on Screen prompts to confirm if your device is a World Device, whether you have an International data plan, and to check device settings.

OR

- Select an International Plan or confirm existing services through My Verizon at www.vzw.com/myverizon or calling Customer Service at *611 from your Verizon Wireless Device, or by dialing 1-800-922-0204 from any phone, while in the U.S.

Connecting to an International Network

Verizon Wireless offers services outside of the U.S. on CDMA, GSM and LTE networks* through roaming partners. The international plan you have subscribed to allows your device to access these networks while traveling outside of the U.S.

Your World Device is set to Global/International Mode by default, allowing your phone to automatically choose an international network when you are traveling outside the US. If you need to manually choose an international network to receive service, please refer to the online Device Manual at www.verizonwireless.com/support.

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

*The wireless service you receive outside the US is dependent on device/network capabilities.

Wireless Network Coverage Indicators

Typically there are indicators on the device display showing the wireless coverage level and wireless technology for the area in which you are using your World Device. The indicators are different depending on the international network and your device and its operating system.

Making a Call

Important: Customized dialing instructions for your device and location(s) you are traveling to can be found at vzw.com/tripplanner.

While Outside of the US on a GSM or LTE Network

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.

1. Enter the country code of the number you are calling.
2. 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).

While Outside of the US on a CDMA Network

Enter the exit code for the country from which you are calling.

1. Enter the country code of the person you are calling.
2. Enter the area code/city code, followed by the number of the person you are calling.

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 US

Refer to the Device Manual for information on how to send a text message.

Using the keypad, enter the contact's phone number as if you were calling it. Include + if you are on a GSM or LTE network. If you are on a CDMA network and sending a text message to a number within the North American Numbering Plan, enter 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.

International Data Information

You can calculate your data usage to figure out which plan will best meet your needs using our Data Calculator, which can be accessed at vzw.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/landingpages/international-travel/

International 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:

While on a GSM or LTE 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.

International Support Toll Free Numbers

If your device is lost, stolen, broken, or you experience a device issue while you are traveling outside the US, please use the Toll-Free number below, for the country you are in to reach the International Support Team from a landline phone. If there is not a Toll-Free number for the country you are in, you can reach the International Support team from a landline by dialing dial 908-559-4899, toll charges will apply.

COUNTRY	Toll Free Number	COUNTRY	Toll Free Number	COUNTRY	Toll Free Number
American Samoa	844-556-1352	Iceland	00 800-50050099	Singapore	001 800-50050099
Anguilla	011 800-50050099	India	0008009190000	Slovakia	00 800-50050099
Antigua	011 800-50050099	Indonesia	007-803-011-4627	Slovenia	00 800-50050099
Argentina	00 800-50050099	Ireland	00 800-50050099	South Africa	09 800-50050099
Australia	0011 800-50050099	Israel Barak Netvision	013 800-50050099	South Korea	002 800-50050099
Austria	00 800-50050099	Israel Bezeq	014 800-50050099	Spain	00 800-50050099
Bahamas	1-8443945536	Italy(San Marino & Vatican City)	00 800-50050099	St. Kitts and Nevis	011 800-50050099
Barbados	011 800-50050099	Jamaica	1-800-2528677	St. Lucia	011 800-50050099
Belgium	00 800-50050099	Japan	001 800-50050099	St. Vincent	011 800-50050099
Bermuda	011 800-50050099	Japan NTT	0033 800-50050099	Sweden	00 800-50050099
Bolivia	800100363	Japan Softbank	0061010 800-50050099	Switzerland	00 800-50050099
Brazil	0021 800-50050099	Latvia	8000-5145	Taiwan	00 800-50050099
British Virgin Islands	011 800-50050099	Lithuania	00 800-50050099	Thailand	001 800-50050099
Canada	844-556-1353	Luxembourg	00 800-50050099	Trinidad & Tobago	1-8442528673
Cayman Islands	011 800-50050099	Macao	001 800-50050099	Turks & Caicos Islands	011 800-50050099
Chile	123-0-020-8518	Malaysia	00 800-50050099	U.S. Virgin Islands	844-556-1358
China	00 800-50050099	Mexico	001-8442528672	United Arab Emirates	8000-55575
Colombia	009 800-50050099	Montserrat	011 800-50050099	United Kingdom	00 800-50050099
Costa Rica	00 800-50050099	Netherlands	00 800-50050099	Uruguay	00 800-50050099
Croatia	0800-806028	Netherlands Antilles	0018442528674	Venezuela	0800-100-4780
Cyprus	00 800-50050099	New Zealand	00 800-50050099	Vietnam	120-11781
Czech Republic	00 800-50050099	Nicaragua	001-800-2202352		
Denmark	00 800-50050099	Northern Marianas	844-556-1355		
Dominica	011 800-50050099	Norway	00 800-50050099		
Dominican Republic	1-8001485145	Panama	00 800-50050099		
Estonia	00 800-50050099	Peru	00 800-50050099		
Finland	990 800-50050099	Philippines	00 800-50050099		
France	00 800-50050099	Poland	00 800-50050099		
Germany	00 800-50050099	Portugal	00 800-50050099		
Greece	00 800-50050099	Puerto Rico	844-556-1356		
Grenada	011 800-50050099	Russia	810 800-50050099		
Guam	844-556-1354	Saipan	844-556-1357		
Hong Kong	001 800-50050099	Saudi Arabia	800-8-110426		
Hungary	00 800-50050099				

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 use a toll-free number.

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