

Worldwide Traveling Tips

Samsung Galaxy J3

Before you travel

1. *Verify service available for your destination(s):* Check coverage on sprint.com/sww or contact Sprint Worldwide Care via chat or email from sprint.com/swwsupport
2. *Verify International Roaming Settings:*
Settings > Mobile networks > Data roaming > Roaming network > Automatic
Settings > Mobile networks > Data roaming > International voice (on), International data (on)

Pricing Information

International roaming rates are available on sprint.com/sww. Other plans and options may be available for your specific destinations or your account, contact Sprint to review your travel plans to learn more.

Calling

- *Make Local Calls:* Use the same procedure to dial locally from your phone as you would from a landline phone in your destination.
- *Make International calls:* To place an international call, dial the international access code, country code, and the number. Plus code dialing simplifies international dialing, simply dial "+" in place of the international access code. *Example:* Calling back to the U.S., dial "+", then "1", then the 10 digit phone number.
- *Receiving Calls:* Callers do not need to dial anything different and they will not pay extra to reach you, simply ensure your device is powered on to receive calls.

Texting

Sending a text while traveling is completed the same as sending a text from home. Texts can only be sent to and received from international carriers supported by Sprint. For a list of supported carriers check sprint.com/internationalmessaging.

- To send a text to a U.S.-based number simply enter the 10-digit number
- To send a text to an international number, enter "+" or "011", then the country code and number

Accessing Data Service

Data services must have been utilized on the Sprint network with the device prior to departure for service to work while roaming.

- *Verify Data Roaming Settings:* Settings > Mobile networks > Data roaming > International data (on)

Resolving Issues

If you happen to experience trouble connecting to services while traveling, follow steps below.

1. Verify the device is not in "Airplane Mode". Then, power the device off and back on. This will force your device to re-register with the roaming partner.
2. Ensure the device is set to allow roaming: Settings > Mobile networks > Data roaming > Roaming network > Automatic
3. Power device off and back on to force the device to reregister with the partner network.
4. If the issue is not resolved, please contact Sprint Worldwide Care. The following information may be needed to complete further troubleshooting:
 - City, country you are traveling in
 - Contact number (hotel, etc.)
 - Error messages displayed on device or heard while calling

Contacting Sprint Worldwide Customer Care

Sprint Worldwide Support is available 24 hours a day, 365 days a year.

- *Email / Chat:* www.sprint.com/swwsupport
- *Call:* + 1-817-698-4199 (free call when placed from Sprint devices)

Sprint coverage and rates are subject to change at any time without notice; check www.sprint.com/sww for coverage and information prior to travel.