

International Traveling with a State of Illinois Wireless Device

Instructions for the global traveler

Using your wireless devices around the world can present some complications. BCCS has prepared this guide to help you prepare for your trip, communicate when you are abroad and clarify how to get back to normal service when you return. Please review this guide at least two to three weeks prior to any international trip.

Regular Handset/Cell Phone

Situation 1

You can use your standard handset (or global phone in CDMA mode) in 40 international destinations and US Territories.

Destinations where CDMA roaming is available:

Aruba, Bahamas, Bangladesh, Barbados, Belize, Bermuda, Bonaire, Brazil, British Virgin Islands, Cabbage Beach, Canada, Cayman Islands, China, Colombia, Curacao, Dominican Republic, Ecuador, El Salvador, Grand Bahamas, Guam, Hong Kong, India, Indonesia, Israel, Jamaica, Japan, Macao, Mexico, Netherlands Antilles, New Providence (Nassau), New Zealand, Palestinian Authority, Paradise Island, Peru, Philippines, Puerto Rico, Saipan (aka Northern Mariana Islands), South Korea, Taiwan, Thailand, Tobago, Trinidad, Ukraine, Venezuela, Vietnam, Virgin Islands U.S. – (St. Croix, St. John, St. Kitts and Nevis, St. Maarten, St. Thomas), Virgin Islands British – (Tortola, Virgin Gorda, Anegada, Jost Van Dyke), and Yemen

- Call CMS wireless provisioning to get roaming rates and coverage availability for the specific country.
- Call your telecom coordinator and tell them what you need. They will send a TSR to CMS to request: "add international dialing feature to plan."
- Once it is confirmed that the feature has been added, dial ***228** then **Send** (the green button). When connected, press 2.
- The user should then call global support 888-844-0395 to register and review coverage information.

Situation 2

- If the user is traveling to countries other than those listed above, send an order to CMS for a Renown or Escapade. You **cannot** use your standard handset (or global phone in CDMA mode) in the following international destinations.

Destinations where CDMA roaming is not available:

Afghanistan, Aland Islands, Albania, Algeria, Andorra, Angola, Anguilla, Antartica, Argentina, Armenia, Australia, Austria, Bahrain, Barbuda, Belarus, Belgium, Benin, Bhutan, Bolivia, Bosnia, Botswana, Brazil (various restrictions), British Virgin Islands, Brunei, Bulgaria, Burkina Faso, Burundi, Caicos Islands, Cambodia, Cameroon, Cape Verde islands, Central African Republic, Chad, Chile, Christmas Island, Comoros, Congo (Dem Rep of), Congo (Republic of), Cook Islands, Costa Rica, Croatia, Cyprus, Czech Republic, Denmark, Djibouti, Dominica, East Timor, Egypt, England, Equatorial Guinea, Estonia, Ethiopia, Falkland Islands, Faroe Islands, Fiji, Finland, France, French Guiana, French Polynesia, Gabon, Gambia, Georgia, Germany, Ghana, Gibraltar, Greece, Greenland, Grenada, Grenadines, Guadeloupe, Guatemala, Guernsey, Guinea, Guinea-Bissau, Guyana, Haiti, Honduras, Hungary, Iceland, Indonesia, Iraq, Ireland, Isle of Man, Italy, Ivory Coast, Jersey, Jordan, Kazakhstan, Kenya, Kosovo, Kuwait, Kyrgyzstan, Laos, Latvia, Lebanon, Lesotho, Liberia, Libya, Liechtenstein, Liathuania, Luxembourg, Macedonia, Madagascar, Malawi, Malaysia, Maldives, Mali, Malta, Martinique, Mauritania, Mauritius, Mayotte Island, Moldova, Monaco, Mongolia, Montenegro, Montserrat, Morocco, Mozambique, Namibia, Nauru, Nepal, Netherlands, New Caledonia, Nicaragua, Niger, Nigeria, Norway, Oman, Pakistan, Panama, Papua New Guinea, Paraguay, Poland, Portugal, Reunion, Romania, Russia, Rwandese Republic, Saba, Samoa, San Marino, Saudi Arabia, Scotland, Senegal, Serbia, Seychelled, Sierra Leone, Singapore, Slovakia, Slovenia, Solomon Islands, South Africa, Spain, Sri Lanka, St. Barthelemy, St. Eustatius, St. Lucia, St. Martin, St. Thomas, St. Vincent, Sudan, Suriname, Svalbard, Swaziland, Sweden, Switzerland, Syria, Taiwan (Province of China), Tajikistan, Tanzania, Togo, Tonga Islands, Tunisia, Turkey, Turkmenistan, Turks Islands, Uganda, United Arab Emirates, United Kingdom, Uruguay, Uzbekistan, Vanuatu, Vatican City, Vietnam, Wales, Western Sahara, Zambia, Zanzibar, and Zimbabwe.

- **Renown** - Call your telecom coordinator and tell them what you need. They will send a TSR to CMS to order "Renown with global support pack (SIM Card) and add international dialing feature to plan".
- **Escapade** – Call your telecom coordinator and tell them what you need. They will send a TSR to CMS to order "Escapade" (no need to order global support pack – automatically comes with phone) "and add International Dialing Feature to plan".

Note: These are the current options. However, as phone models constantly change, you should call the CSC to obtain the latest offerings.

- When the phone is received, insert the SIM card, and turn the power off and then on.
- Dial ***228** then **Send** (the green button). When connected press **2**.
- The user should then call Verizon Global Support 888-844-0395 to register the SIM card and review coverage information.

- Once travel is completed, call your telecom coordinator and tell them what you need. They will send a TSR to CMS to remove International Dialing Feature. If this step is not done, the user can call from the US to international countries and incur significant charges.

BlackBerry/PDA/Smartphone

- Ensure the user has an international phone (BB8830, BB9630 Tour, I770 Saga or XV6875 Touch Pro 2). If not, call your telecom coordinator and tell them what you need. They will send a TSR to CMS to process. Be sure to include "add Global data plan and add international dialing feature" on the order.

Notes:

- ❖ These are the current options. However, as phone models constantly change, you should call the CSC to obtain the latest offerings.
- ❖ If user has BB8830 you will need to order the Global Support Pack (SIM Card) on the TSR as well.
- Once the user receives the SIM card, insert it into the back of the device (normally the battery area).
- User should then call Verizon Global Support at 888-844-0395 to register the SIM card and review coverage.
- Press ***228** then **Send** (the green button). When connected, press **2** while in the home area to activate the data plan. **Do this immediately!** Do not wait until after the user has arrived at the international destination.

Notes:

- ❖ The following is a list of countries where the 8830 will NOT work:
Antarctica, Antigua, Argentina, Barbuda, Belize, Bolivia, Chile, Honduras, Nicaragua, Panama, Paraguay.
If service is needed in these countries, the device will need to be upgraded to another advanced device that offers global service.
- ❖ Tethering is not available internationally.
- After completing the travel, send an order to remove the global data plan and remove the international dialing feature.

Air Cards/Modems

- When traveling outside the U.S. users need a global capable air card/modem. Current models include: VZW AD3700, UMW190, VZW USB1000.
- If user does not have one of these types of global cards, call your telecom coordinator and tell them what you need. They will send a TSR to CMS. Be sure to include "add

international dialing and the Global Access 100 MB, 200 MB or Pay Per Use (select only one) data plan" on the order.

- The SIM card is pre-installed so you do not need to order a separate global pack.
- After users determine the specific countries for travel, call CMS provisioning to get roaming rates and coverage availability.

Note: These are the current options. However, as services constantly change, you should call the CSC to obtain the latest offerings.

GlobalAccess Plans to choose from:

1. **100MB or 200 MB Plan** - Both plans allow for 5 GB usage in the United States & Canada per month, and either 100 MB or 200 MB per month in the following countries: Australia, Belarus, Belgium, Bermuda, Christmas Island, Czech Republic, Dominican Republic, France, Germany, Greece, Guam, Hungary, Ireland, Isle of Man, Israel, Italy, Liechtenstein, Malta, Mexico, Monaco, Mongolia, Netherlands, New Zealand, Northern Mariana Islands, Portugal, Romania, South Korea, Spain, Sweden, Switzerland, United Kingdom-England, Scotland, Wales, Northern Ireland, Vatican City

Where coverage is available in other countries, service is billed per KB/MB used.

2. **Pay Per Use GlobalAccess Plan** – This plan is only used for travel to countries other than those listed under the 100MB or 200 MB Plans above. The user must be on a Domestic Mobile Broadband Plan. Pay per Use is then added for International Usage. A lower rate are charged in Canada and Mexico, but is still billed by the KB/MB used. Other countries have higher per KB/MB usage rates.
- Once the user receives the modem, have them download VZAccess Manager software to his/her laptop.
 - Open the program and activate the card by using the Options area and selecting Activation.

Note: You can obtain the latest version of VZAccess Manager from the following locations:

Consumer Version: <http://www.vzam.net/>

Enterprise Version: <http://www.vzam.net/enterprise> (user name: datasales, password: verizon)

Note: Verizon web sites reflect consumer rates – and do not correctly identify the rates applicable under the State of Illinois contract.

- Call Verizon Global Support at 888-844-0395 to register the SIM card and review coverage.

- After completing the travel, send an order to remove the International Dialing & Global Access data plan.

Note: Provide international air card/modem users with this **warning!** Charges can add up quickly when using GlobalAccess. Exercise extreme caution: limit frequency of connecting to the service; limit time spent on calls; and limit data passed while on line.

Websites with maps for international destinations:

- ✓ Handsets/Cell Phones
http://b2b.vzw.com/international/Global_Phone/plans_coverage.html
- ✓ Blackberry/PDA/Smartphone
http://b2b.vzw.com/international/Global_Email/plans_coverage.html
- ✓ Modems
http://b2b.vzw.com/international/GlobalAccess/plans_coverage.html

NOTE: These sites are not a substitute for the user calling Global Support prior to their departure.

Note: Verizon web sites reflect consumer rates – and do not correctly identify the rates applicable under the State of Illinois contract.

Global Support Customer Service (Open 24/7)

- ✓ Calling from the US: 888-844-0395
- ✓ Calling from International Destination: 908-559-4899