



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. with your Global Ready™ device, you must subscribe to a global 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 [Global Customer Support](#) if you are outside the U.S.

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

Basics

Prepare and Gather Information Prior to Your Trip Abroad

1. Go to Verizon Wireless Trip Planner at verizonwireless.com/triplanner. 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 Global Ready Check on your Smartphone:
 - Open My Verizon Mobile.
 - Select Device Tab on the top of the screen.
 - Select Global Ready Check.
 - Enter your destination.
 - Select verify your device hardware.
 - Follow the on-screen prompts to confirm if your device is Global Ready, whether you have a global data plan, and to check device settings.

OR

- Select a Global Plan or confirm existing services through My Verizon at www.verizonwireless.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 a Global Network

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

Your Global Ready device is set to Global Mode by default, allowing your phone to automatically choose a global network when you are roaming abroad. If you need to manually choose a global network to roam, 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.

*Roaming 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 global device. The indicators are different depending on the roaming 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/triplanner.

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

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).

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

1. Enter the exit code for the country from which 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 U.S.

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.

Global 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 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: www.verizonwireless.com/wcms/global/plans-and-pricing.html.

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:

While on a GSM or LTE Network

- Dial +1-908-559-4899.

While on a CDMA Network

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

Global Support Toll-Free Numbers**

If your device is lost, stolen, broken, or you experience a device issue while you are traveling abroad, you will be able to reach our global support help desk toll-free from any landline phone in those countries where a Global Support Toll-Free number is available.

| 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 | Macau | 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 | | | | |

If a Toll Free number is not available for the country you are in, please dial 908-559-4899 from a landline phone, toll charges will apply.

**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 use toll-free number.

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