

TRAVELLING SOON?

Stay connected with these
helpful roaming tips



1: Getting ready for your trip? Here's what to check before you go

- › **Coverage:** Confirm your destination(s); check all stops if travelling to multiple locations. Roam like home usage resets at 11:59 p.m. Eastern Time regardless of local time of the destination
- › **Plan Options:** Depending on the length of your trip, we offer roaming options suitable for short or long trips
- › **Devices:** Ensure Roam Like Home or a Travel Pass is enabled on your device, text TRAVEL to 222 to enable roam like home or contact your Business Telco Admin

2: What counts as roaming usage?

- › Making or receiving calls outside of Canada
- › Text messages (sending/receiving Text Message)
- › Checking voicemail or using Apple Live Voicemail
- › Using data (e.g., social media apps, internet browsing)
- › Sending or receiving picture messages
- › Keeping mobile data turned on (apps may refresh/sync in the background and trigger usage)

Important Note: When you arrive in an eligible destination you may automatically get a text message confirming that you're using Roam Like Home and the daily fee for your location

3: What are your roaming plan options?

- › **Short trips:** Use Roam Like Home for daily convenience
- › **Longer trips:** Choose a Travel Pass for extended stays
- › **Cruises:** Use Roam Like Home/ Cruise Travel Pass (maritime rates may apply)
- › **Rogers Satellite:** Satellite to Mobile roaming coverage is available in the US only. [Visit this page to view the exact satellite coverage areas](#)
- › **Long Distance:** The charges may apply to incoming and outgoing calls, depending on your location and Mobile Plan—most plans include Canada-wide calling

4: Connectivity troubleshooting tips when you arrive at your destination:

- › **Restart your device:** Power it off, wait 5 minutes, then turn it back on and allow another 5 minutes for it to fully reconnect. This can often fix temporary connectivity issues
- › **Toggle Airplane Mode:** Try switching Airplane Mode on and then off. This helps your device refresh its connection to the network
- › **Disable Data Saving Features:** Turn off Low Data Mode on your iPhone or Data Saver on Android, as this could occasionally affect your connection
- › **Set your network selection to Automatic:** This allows your phone to automatically connect to the strongest available network and avoids connection issues, if needed, manually select a network

5: Want to pause your service while travelling to avoid roaming charges?

- › Ensure to Turn Airplane Mode **ON**, it shuts down any data usage
- › Ensure to Turn Data Roaming **OFF**, background refresh/syncing **OFF** to avoid roaming charges
- › When using Wi-Fi Calling you should have strong Wi-Fi signal. Ensure Wi-Fi Assist/Assistance is **OFF** to avoid automatically switching to cellular data when Wi-Fi signal is weak or unreliable

For more information, please visit rogers.com/business/support