

International Roaming with iPhone (iPhone 4 and iPhone 5 not applicable)

PLACING CALLS WHEN TRAVELING INTERNATIONALLY

- When you reach your international destination, remove the **Cellcom SIM** and insert the **Vodafone SIM** into your handset.
- When dialing from the foreign country and calling back to the US, dial **001** or **011** plus the number you are calling.
Example: 001-920-999-9999
 - Dialing directly from Contacts will not work.
- To call your voicemail from the foreign country, dial **001** or **011** plus your 10 digit cellular number.
Note: If you are concerned about using airtime when checking your voicemail, you may want to have friends and family text you instead of leaving a voice message.
- To ensure text messaging works when traveling internationally, go to *settings, messages* and *turn off iMessage*. iMessage will NOT work when traveling internationally.
- Facetime may not work on the cellular or Wi-Fi network when traveling internationally.
- When you are back in the United States from your international trip, remove the **Vodafone SIM** and insert your **Cellcom SIM** into your handset.

USING DATA WHEN TRAVELING INTERNATIONALLY

(If you did not request to have data enabled on your device, please ignore the following steps).

- When you reach your international destination, remove the **Cellcom SIM** and insert the **Vodafone SIM** into your handset.
- On your handset, select *Settings, Cellular* and *Enable Data Roaming* (if it hasn't been enabled already).
- Once your SIM card has been identified in the device, you should see an option called "Cellular Data Network" within the *Cellular menu*.
- Once you are in the *Cellular Data Network menu*, you will see a number of APNs. You will want to change the following APN **live.vodafone.com** to **international.cellcom.com**.
 - Note: Ignore the username and password.
- After making a change to the APN, your device should work on data.
Note: Picture messaging will not work. Facetime may not work on the cellular or Wi-Fi network when traveling internationally.

NEED ASSISTANCE?

- If you need assistance with your phone when traveling internationally, contact Cellcom Customer Care via phone at **011-800-236-0055** or via email at IntlHelp@cellcom.com (This email should only be used if you are traveling abroad and are having issues with your handset).