

C Spire International Roaming Information

For a list of international roaming rates by location, please visit www.cspire.com/international.

To use your phone outside of the United States, Puerto Rico and the U.S. Virgin Islands, you must first request access. Please contact Customer Care at **1-855-CSPIRE5** (277-4735) to request international roaming access before leaving the country.

You can also contact Customer Care by dialing 611 from your C Spire phone, sending a text message to 611 or sending an email to askus@cspire.com.

International Dialing Instructions (Outside of the United States)

- **Calling a U.S. number:** Dial the plus key (+), the U.S. country code (1) and the 10-digit number.
- **Checking Voice Mail:** Dial the plus key (+), the U.S. country code (1) and your 10-digit wireless number. Press the star key (*) as soon as you hear your outgoing message. Roaming charges (if applicable) apply when checking your voice mail while outside of the U.S.
- **Texting a U.S. number:** Enter the U.S. country code (1) and the 10-digit number of the recipient.
- **Calling between countries:** Dial the plus key (+), the destination country code and the phone number.

Press and hold the zero key (0) to dial the plus key (+).

For assistance while abroad – Dial +1-601-487-7985 for C Spire Customer Care.

Requesting Access

To use a world-capable phone outside of the United States, Puerto Rico and the U.S. Virgin Islands, you must first request access by contacting Customer Care. It is important to contact Customer Care before you travel to ensure that your wireless number is authorized for use outside of the U.S.

International Roaming Feature

Before you can use a world-capable phone internationally, the International Roaming feature must be added to your account. There is a \$20 activation fee and a \$5 monthly fee. The International Roaming feature can be cancelled at any time but the activation fee applies each time the feature is added to your account.

International SIM Card

World-capable phones require a SIM card to roam internationally. SIM cards can be purchased at cspire.com, by calling 1-855-CSPIRE4 (277-4734) or in a retail location.

International Loaner Phone Program

The following devices are capable of roaming in international locations:

- BlackBerry models: 8830, 9630, 9650 and 9930
- HTC Merge 6325
- iPhone models: 4S, 5, 5c, 5s, 6, 6 Plus, 6S, 6S Plus, 7 and 7 Plus

If you do not have one of these devices, international loaner phones are available. Some restrictions may apply. Please contact Customer Care at 1-855-CSPIRE5 (277-4735) for assistance.

International roaming rates provided here and at cspire.com are updated periodically and are subject to change without notice. While travelling outside of the United States, calls to toll-free numbers incur charges and/or use airtime depending on your location and calling plan. Roaming is not available in the Gulf of Mexico. Charges for usage while travelling internationally may appear on your bill up to 60 days after the charges were incurred. The account holder is responsible for all fees associated with the International Roaming feature and all charges for usage incurred while travelling internationally. Revised 2/28/17.