



roaming

mobile internet and data



roaming basics

stay in control

Ensure that you don't return home to unexpected roaming charges.

When you use your Manx Telecom mobile phone or device on the Isle of Man, you are using the Manx Telecom network; your home network. If you use your phone or device to make calls, send texts or use data in other places, you are utilising a different network; this is called roaming.

Generally roaming charges are higher than home network charges. The charges levied by different network operators vary significantly wherever possible, quote roaming prices based on the area, or zone, you're visiting rather than individual operator charges. Unlike a call or text, using mobile data is different, as most people are unaware of the amount of data they use, so understanding your use and roaming charges is important before you travel.

Remember, when roaming you are charged to receive an incoming call when outside the UK, Eire or Channel Islands. To avoid these charges, divert your mobile to voicemail and then you can choose when and where to retrieve your voice messages.

Manx Telecom has roaming agreements in over 180 destinations around the world enabling customers to make and receive voice calls and texts when roaming outside of their home network. We also have mobile data agreements with over 200 operators world-wide ensuring that you can access the internet and email almost anywhere.

Mobile phone users do have a responsibility to ensure that they know what their phone is doing and to be aware of the charges they are incurring. We are here to help and if the need arises, you can chat to one of our experts who will advise you further.

switch off mobile data roaming

How to switch data roaming off and stop your Smartphone from accessing data via any network



iPhone



Switch off your email account

Select settings > Mail > Contacts > Calendars and Select Your Account "OFF" **

Switch off 'data when roaming' (all iOS)

Select settings > General > Network > Select Data Roaming "OFF" **

iPhone 4, 3G/3Gs switch Data off/on (iOS 4.0 or later)

Select settings > General > Network > Select Cellular data "OFF"

Older iOS users, Select > settings > General > Network > Cellular data > APN. Delete the information in the field, to re-apply the APN, once back on the Island, follow the same command and enter '3gpronto' in the APN field.

** Please note, this feature will only work when you are outside of the UK. If you do not wish to incur data charges in the UK, you must switch off email accounts and remove the APN (Access Point Name).**



Windows mobile users

Switch data off/on (Windows OS 6.5 or later)

Press Windows key > Settings > Wireless Controls > Data connection "OFF"



Android

Switch off 'data when roaming

Press the Menu Key > Settings > Wireless Controls > Mobile Networks > Tap ✓ next to Data Roaming to activate/de-activate data roaming

Switch data off/on

Press the Menu Key > Settings > Wireless Controls > Mobile Networks > Tap ✓ next to Data Traffic to activate/de-activate



BlackBerry



Switch off 'data when roaming' (BB OS 7.0 or above)

Select Options > Networks and Connections > Mobile Network > Data Services Roaming "OFF"

Press top of home screen > Mobile Network Options > Data Services "OFF"

Switch off 'data when roaming' (BB OS 6.0 or above)

Select Options > Networks and Connections > Mobile Network Options > Data Services While Roaming "OFF"

Press top of home screen > Mobile Network Options > Data Services "OFF"

Switch off 'data when roaming' (all other BB OS)

Select Options from applications list > Mobile Network > Data Services While Roaming "OFF"

Switch data off/on

Select Options from applications list > Mobile network > Data Services "OFF"

Wi-Fi will still work and may be the cheapest way to stay connected to the Internet for checking emails and accessing applications such as Facebook.

Switching off data while roaming will only work when you are outside the UK

travel basics

before you travel

a little information goes a long way

Unless stated otherwise, roaming or PAYG tariff charges are NOT included in any Pay Monthly allowances or bolt-ons, so make yourself aware of call, text and data charges for your destination before you travel. Our website manxtelecom.com also provides information and warnings about the cost of using data abroad.

Check there is a roaming agreement with your destination and which operators' networks are available.

Check which Manx Telecom roaming zone your destination falls into and check the charges for making a call, receiving a call, sending a text and accessing data.

Check your mobile phone's e-mail settings, as a phone or device automatically checking for e-mail could run up a large bill.

Be aware of any activity that may use large amounts of data eg, gaming, viewing video and downloading software updates.

Make sure automatic updates and applications that synchronise via the web are switched off. (For details on how to do this please refer to phone or device manufacturer's website or refer to the Data section on our website, contact our Helpdesk on 624 624 or call into our Douglas shop for a quick demonstration.)

during your trip

Use Wi-Fi networks where possible. Most major airports and hotels now have Wi-Fi availability. Make yourself familiar with the settings on your phone and ensure you are connected via Wi-Fi before use.

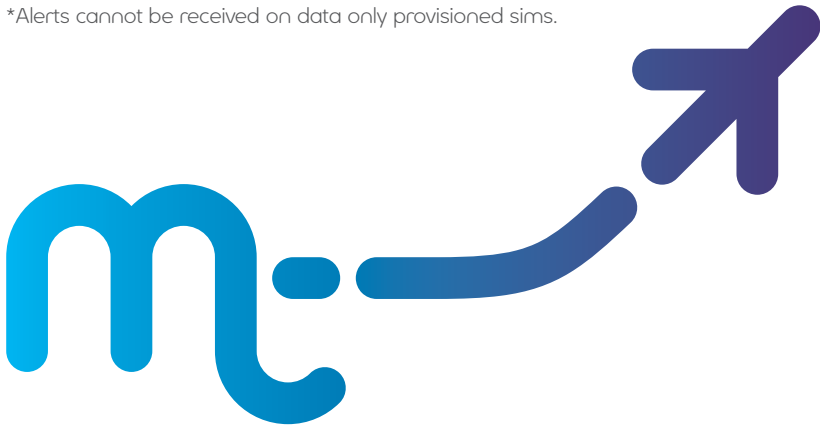
data alert service

Manx Telecom has introduced a FREE automatic Text Alert service for all its pay monthly customers when they use mobile data while roaming.

*This new service automatically sends a text message when mobile data is initially used while roaming and at certain trigger points as data continues to be used through every calendar month. The Text Alerts are sent to the number using the mobile data.

To assist in explaining this new service further we have compiled a full set of FAQs that can be viewed on our website manxtelecom.com/alerts

*Alerts cannot be received on data only provisioned sims.



top tips when roaming

- Check the charges before you travel
- Use cheaper or free local Wi-Fi when available Switch off automatic downloading of emails, Facebook, Twitter etc
- Switch off automatic downloading of emails, Facebook, Twitter etc
- Always close down any web browsers or web based application correctly
- Sending one text message (up to 160 characters) is cheaper than a 60 second phone call, however charges can build up if you're having a conversation via texting
- Remove the device's APN to avoid automatic updates

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