

10 Top Tips

GET YOUR PHONE SORTED TO AVOID DATA ROAMING BILL SHOCKS

1

Check roaming prices and bolt-on solutions with your mobile network **before you travel**. Most operators will offer these, but check when it commences – **it cannot be retrospective!**

2

You can **keep track of your usage** to avoid any surprise bills when you get home. **Airtel-Vodafone** sends roaming SMS notifications advising of high usage and they will soon be launching technology which automatically blocks data roaming when a certain limit is reached. Customers will be able to opt out of this if they wish to. **JT** offers the *JT My Account App*, allowing you to track roaming usage on a daily basis. JT also sends regular roaming SMS notifications. **Sure** customers can set up a data roaming spend limit, for any amount from £10 upwards.

3

Make the most of **hotel Wi-Fi** and **internet cafes** - be aware that some hotels charge a 24 hour fee - check on arrival. **REMEMBER** to safeguard your personal details if using Wi-Fi.

4

It's a good idea to turn **background updates off** in your device settings, as it'll stop data being accepted automatically. **Tip:** In apps like *Facebook*, turn off the auto-play feature in the settings, as this will reduce your data consumption. Be aware that watching YouTube videos or catch up TV uses large amounts of data.

5

If you decide not to use data while abroad, ensure you turn **mobile data 'off' before you leave the Island** and do not turn it back on until you are home. This will ensure no data charges occur. You may wish to check with your handset user guide or manufacturer to be clear about how to do this.

6

iPhone users upgraded to **iOS 9**, be aware of a new feature called *Wi-Fi Assist*. If data roaming is on, and *Wi-Fi Assist* is switched on, when you are using Wi-Fi your phone will automatically switch to use your cellular data if the Wi-Fi signal becomes weak or unreliable. This means you may be data roaming when you think you are connected to a free Wi-Fi zone! Simply go into Settings-Mobile Data and scroll down to the bottom to turn it off.

7

Be aware that when you are off Island, you'll be charged a higher rate for your calls – FROM your mobile and for those that you RECEIVE. You can keep costs down by keeping calls to a minimum.

8

Texts are charged per message of 'less than 160 characters'? Anything longer will be charged extra (ie anything more than 320 characters will be classed as 3 texts; more than 480 will be 4 texts, and so on). It is worth noting that each emoji counts as anything from 70-140 characters! So if you wish to keep costs down when you are off Island, make texts short and emoji free!

9

You may not be aware that including certain emojis within a text will class it as a 'picture message', which is charged at a higher rate than a normal text. If you want to avoid additional charging, it's therefore best not to include emojis in messages you send when you are roaming.

10

Further info can
be found on
Jersey TelCoWatch

<http://jerseytelcowatch.com>

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