1. BEFORE YOU LEAVE

Videotron’s international coverage extends to over 200 countries. Some networks operate differently, depending on the country they operate in. The aim of this guide is to explain these particularities so that you may make the most of your phone while travelling.

When leaving North America, your phone is automatically blocked by default. Before leaving make sure you:

1. Contact Customer Service to activate the roaming function on your phone.
2. Visit the “Coverage and Roaming” page at videotron.com/business/mobile. There, you can:
   i. Check the compatibility of your mobile device with the standards prevailing in the country you are visiting.
   ii. Check whether your destination is in a country covered by Videotron’s network.
   iii. Find out the rates pertaining to calls, text messages and the use of Internet on your mobile.

Therefore, we invite you to disable the roaming data service and only re-activate it sporadically, when needed. Here’s how:

- **On an Android device:** From your mobile’s configuration options, select “Wireless Network,” then “Mobile Network.” Make sure that the “Data Roaming” option is unchecked.
- **On a BlackBerry® device:** Select “Manage Connections,” then “Mobile Network Options.” Make sure that the option for “Data Services/When Roaming” says “Disabled.”

For all other devices, refer to the corresponding guide on Videotron’s technical support website (support.videotron.com/business/mobile).

NOTE: The Internet on your mobile service can be very costly, especially when you travel outside of Videotron’s coverage area. If you wish to use the service, make sure you subscribe to an Internet on your mobile add-on when possible.
2. WHEN YOU ARRIVE AT YOUR DESTINATION

When you turn on your device, it should automatically connect to a partner network within five minutes.

If the device fails to connect to a partner network:

- **On an Android device:** From your device’s configuration options, select “Wireless Network,” then “Mobile Network,” then “Network Operator” so your phone can find neighbouring networks. Then select the first network that appears. If your device is unable to connect to the network, select another one from the list.

- **On a BlackBerry® device:** Select “Manage Connections,” then “Mobile Network Options.” Change the “Network Selection Mode” to “Manual.” Wait while the phone searches and displays the “Available Networks.” Then select the first network that appears. If your device is unable to connect to the network, select another one from the list.

3. MAKING CALLS AND SENDING TEXT MESSAGES

When you travel beyond Videotron’s extended coverage area, all incoming and outgoing calls to and from your mobile, as well as outgoing text messages, are subject to roaming charges, no matter their origin or their destination.

For example:
If you visit Spain, you will be charged the same rate per minute for calls to Spain, Montreal or Beijing. If you travel to Toronto, the outgoing calls you make in Toronto will be subject to the same roaming charges as your incoming calls. The minutes you use will not be deducted from your monthly plan. However, additional roaming charges will apply (to learn more, visit videotron.com/business/pay-per-use).

**MAKING CALLS AND SENDING TEXT MESSAGES**

Dial “+,” followed by the country code (e.g. 33 for France), followed by the telephone number of the person you wish to call.

**WARNING:** Normally, you don’t have to dial 0 after the country code. E.g. To reach (0) 728 54 85, just dial +337285485. *However, there are exceptions.*

**MAKING A CALL TO CANADA**

Dial “+,” followed by “1,” followed by the 10-digit phone number you wish to call. E.g. For 450-123-4567, dial +14501234567.
Once your mobile connects to a partner network, Videotron will send you a text message informing you of the roaming rates that apply to the country you’re visiting.

The text alert is free and will inform you of the voice, data and text message rates that will apply while roaming in the country you’re visiting, whether in the US or abroad. Roaming rates are the same, regardless of the partner network your mobile connects to.

You can disable or activate these text alerts at any time by contacting Customer Service.

4. FORWARDING YOUR CALLS TO ANOTHER NUMBER

To learn more about what codes to dial in order to forward your calls, go to the Optional Services section under “Mobile Telephony” at support.videotron.com/business/mobile. Roaming charges will apply if the Call Forwarding function was not activated before your departure.

5. ACCESSING YOUR VOICE MAILBOX

When you are abroad, people who call you will, in some cases, only get through to your voice mailbox when your phone is turned off. Roaming charges apply for all voicemails left on your voice mailbox.

To access your voice mailbox, press the preset number button on your phone’s keypad (i.e. “1”). Depending on the country you are visiting, you may have to enter your mobile phone number before entering your password.

6. SENDING TEXT MESSAGES (SMS) AND MULTIMEDIA MESSAGES (MMS)

To find out the rates for sending text messages to your destination, visit Videotron’s website. Keep in mind that sending multimedia messages uses data which may be billed.

Text messages are subject to a mobile Internet roaming charge, but will not be deducted from your messaging plan.
7. USING INTERNET ON YOUR MOBILE

In order to be able to use Internet on your mobile, you need to activate your mobile’s roaming data service. Here’s how:

• **On an Android device:** From your mobile’s configuration options, select “Wireless Networks,” then “Mobile Network.” Make sure the “Roaming Data” option is checked.

• **On a BlackBerry® device:** Select “Manage the Connections,” then “Mobile Network Options.” Make sure the “Data Services/While Roaming” option says “Active.”

We recommend that you uncheck the data roaming option as soon as you’ve finished using Internet on your mobile. The fact is that most phones continue to use data while running in the background. Keep in mind that smartphones have Wi-Fi access. Use the latter as often as you can. This way, you’ll avoid expensive data roaming charges. Here’s how to proceed:

• **On an Android device:** From your mobile’s configuration options, select “Wireless Networks,” then check “Wi-Fi.”

• **On a BlackBerry® device:** Select “Manage Connections.” Make sure that the “Wi-Fi” box is checked. Go to the menu and select the “Wi-Fi Network Configuration” option. Select one of the Wi-Fi networks displayed in the list then enter the password if needed.

CONTACT US

To contact us, dial 611 at any time on your mobile phone. Otherwise, dial +5143807000.

**REMINDER:** Before leaving, it is imperative that you call us by dialing 611 from your mobile phone to check the compatibility of your mobile device.