

# Cellular Service for International Travel

You may request international cellular service by completing the [Request Change of Existing Cellular Plan](#) which will require departmental approval. Once approved, OIT Cellular will add the feature to the calling plan. This will remain on the line until you submit the [Request Change of Existing Cellular Plan](#) requesting the feature be removed.

The International access plan is Verizon [TravelPass](#). Rates are \$5/day in Mexico and Canada and \$10/day in other [countries where TravelPass can be used](#). Please review the information in the link for specifics regarding charges as certain limitations may apply. TravelPass is not available in non-covered countries or on cruise ships. There is no cost for the feature unless used in a TravelPass Country.

If TravelPass is **not** available for your travel destination, Email OIT Cellular, [oitcell@auburn.edu](mailto:oitcell@auburn.edu), at least three days prior to international travel to request international access be given to your line of service. Include the following information: cellular number, travel dates and destination country or countries. We will then contact Verizon Global Support to add international to the phone plan.

The MiFi/tablet global data feature is charged at the Pay as You Go rate of \$0.002/KB (\$2.05/MB). To add International access to a MiFi device, please email OIT Cellular, [oitcell@auburn.edu](mailto:oitcell@auburn.edu), at least three days prior to international travel to request international access be given to your line of service. Include the following information: cellular number, travel dates and destination country or countries.

Pay as you go data: Please be careful when using your device as cellular data charges can accumulate quickly into hundreds and even thousands of dollars. Using your hotel's WiFi service may be a good alternative, but those connections may be unsecure and should not be used to transmit sensitive information.

**If you experience service issues while abroad please contact Verizon Global Support.**

**Verizon Global Support**  
**Inside the US: 800-711-8300**  
**Outside the US: 908-559-4899**  
**[Toll Free Numbers outside the US](#)**

If your device's default is international roaming on, your device automatically chooses an international network when you're traveling abroad.