



QUADRO NETWORK COVERAGE & TRAVEL INFORMATION

You must contact Quadro to ensure roaming and international calling are activated on your account. **Note:** Roaming is not available on prepaid plans and pricing and packages vary based on your destination.

To add a travel feature to your existing Quadro Mobility service on the Bell network, you can either:



- Call Quadro at **519-229-8933** to add a package
- Add the feature on the go using the **Bell Self-Serve App** on your Smartphone.

TRAVELLING WITH YOUR HSPA+ OR LTE PHONE

Connecting to a network:

1. When you power on your device, it will select a network for you.

If you want to change the network you're using, you can select a network through the "manual network selection" option on your phone.

For instructions on how to change the network, consult your user guide or speak to a Quadro Customer Service Representative for assistance.

2. Re-start your phone upon arrival to your travel destination.

You should receive a welcome message from Bell with the standard roaming rates in that country.

You'll also receive a warning message if your data roaming usage reaches a certain volume. Please note once your data reaches \$50 in overages in Canada and \$100 internationally, your data will be blocked unless you accept additional charges.

Using data, email and connecting to the Internet:

When travelling without a travel add-on, the costs can add up especially when it comes to data. Try the following tips on managing your data:

- **Use Wi-Fi when available**

If you don't plan to use data, disable data services on your phone. For instructions, consult your user guide or speak to a Quadro Customer Service Representative for assistance.

- Avoid using data-intensive applications such as web surfing, video streaming or downloading large email attachments.

Keep track of usage

- Download and use the **Bell Self-Serve App** on your Smartphone.

** Please note that roaming usage received from international partners can be delayed.

Making a call:

To make an international call while abroad, you need to add a "+" symbol in front of the number you're dialing. To get the "+" symbol on your mobile phone, hold the "0" key for a few seconds until "+" appears on the screen.

Retrieving voicemail:

1. Press and hold the **1** key.
2. If prompted, enter your 10-digit mobile phone number.
3. When prompted, enter your voicemail password.

Note: roaming rates apply when checking voicemail.

Sending a text message:

To send a text message, you need to add a "+" symbol in front of the number you're texting.

Phoning emergency services: (WHILE TRAVELLING ABROAD)

To reach emergency services while roaming on an HSPA network, dial **1-1-2**.

Note: We recommend you turn on your phone's screen lock to prevent accidental or unauthorized use. You'll still be able to call emergency services (such as 1-1-2) if needed.

CONTACTING QUADRO WHEN TRAVELLING ABROAD:

If you have problems with your cellular device you can call for assistance while travelling abroad using the following numbers:

- From a Quadro/Bell mobile phone: **+1 514 420-7748**
This number will assist you with service with a Quadro phone on the Bell Network
- Call Quadro From a landline phone in the U.S.: **1-800-265-4983**
- Call Quadro/Bell From a landline phone in 21 Countries: **+800 328-2123-3**
Australia, Austria, Belgium, Denmark, Finland, France, Germany, Hong Kong, Ireland, Israel, Japan, Malaysia, Netherlands, New Zealand, Norway, Singapore, South Korea, Sweden, Switzerland, Taiwan, United Kingdom
- If you have internet access you can email: **cellular@quadro.net**

Note: the "+" represents the international dialing code. To get the "+" symbol on your mobile phone, hold the "0" key for a few seconds until "+" appears on the screen.

My Quadro phone was stolen/lost while travelling:

If your phone or SIM card is lost or stolen while you're travelling, report it immediately by calling one of the numbers above to avoid being held responsible for fraudulent charges.

WHAT TO EXPECT ON YOUR BILL

If you don't subscribe to a roaming rate plan or bundle:

- You'll be billed according to the pay-per-use rates applicable to your destination country.
- You'll always be billed per minute, in Canadian funds
- To calculate your out-of-bundle usage, see the billing details provided on your bill

If you subscribe to a roaming rate plan or bundle:

- You'll be billed according to the bundle you've chosen.
- You'll always be billed per minute, in Canadian funds

Please visit www.quadro.net for packages & pricing for travel coverage on your cellular device.

*Please note, Coverage areas are approximate and actual coverage may vary. Theoretical peak speeds may vary by region. Reception and expected speeds may vary due to topography, environmental conditions, device type and other factors.