



MEMORANDUM

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To: ALL University Staff

From: Graham Kemp  
Director, EASI  
Enterprise Applications and Solutions Integration

Date: April 1, 2013

Re: Cell Phone Roaming and Tethering Charges – What you need to know

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When traveling on business for the University of Toronto outside of Canada, be aware that the use of cell phones and smartphones may incur additional charges for roaming and tethering. We have several examples where staff/faculty has incurred costs as much as \$2,800 + tax for data/internet usage while travelling in a foreign country. In another example, a user had tethered (sharing the Internet connection of the phone or tablet with other devices such as laptops) their cellphone to their laptop and incurred a \$1,500 charge as the data usage far exceeded their plan allowance.

All cell phone and smartphone users should be aware that the use of these mobile devices outside the country can and will incur additional costs at higher rates if steps are not taken before hand. For example, you may get a special data plan from your cell phone provider. In addition, there are ways to turn off the features such as Data Services Roaming on your phones that can greatly reduce the risk of incurring unexpected costs.

Learn more about roaming and tethering charges, technologies and alternatives by contacting your service provider, or if you are a Bell Mobility client (UofT's Vendor of Record) at [www.bell.ca](http://www.bell.ca) or <http://mobilebusiness.bell.ca/coverage-travel/> or by calling Bell Mobility Corporate Accounts at 1-866-796-0003 before you travel.

When traveling either in Canada or internationally and visiting other universities you may obtain wireless network access through Eduroam. Eduroam is a wireless network system that provides access to wireless Internet when visiting other participating universities. For specific University of Toronto information, please go to the following link <http://help.ic.utoronto.ca/category/20/wireless-access.html> and for more general information regarding Eduroam (including participating institutions), please visit [www.eduroam.org](http://www.eduroam.org).

For further details on Bell's Best Practices for Mobile Roaming please go to:  
<http://www.its.utoronto.ca/AssetFactory.aspx?vid=142> - Bell Best Practices for Roaming  
<http://www.its.utoronto.ca/AssetFactory.aspx?vid=143> - Bell Roaming Rates

For other service providers, such as Telus and Rogers please go to:  
[http://www.rogers.com/web/Rogers.portal?\\_nfpb=true&\\_pageLabel=AppsAddons&category=12](http://www.rogers.com/web/Rogers.portal?_nfpb=true&_pageLabel=AppsAddons&category=12) – Rogers Roaming Packages  
[http://telus.com/forms/search/?mobility=true&page=0&search\\_cat=Phones+%26+devices&query=travel+and+roaming+plans](http://telus.com/forms/search/?mobility=true&page=0&search_cat=Phones+%26+devices&query=travel+and+roaming+plans) – Telus Roaming Packages