

Document 3.2: International Roaming, Data Caps, and "Bill Shock" Mitigation

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1.0 GLOBAL ROAMING ARCHITECTURE International roaming occurs when a subscriber connects to a visited public land mobile network (VPLMN) outside their home country.

- **The "Global Pass" Add-on:** A flat-rate daily fee (\$15.00/day) that allows customers to use their domestic plan data, talk, and text while abroad.
- **Pay-Per-Use (PPU):** In the absence of a "Global Pass," PPU rates apply: \$10.00/MB for data, \$2.50/min for voice, and \$0.75/sent SMS.

2.0 MANDATORY DATA ROAMING CAPS To prevent "Bill Shock," the 2025 Wireless Code mandates the following:

- **The \$100.00 Hard Cap:** The system must automatically suspend roaming data services once a customer incurs **\$100.00** in roaming overage charges within a single billing cycle.
- **Calculation:** This cap includes both PPU charges and the cost of any roaming add-ons purchased during that cycle.

3.0 ROAMING NOTIFICATION REQUIREMENTS Upon detection of a VPLMN connection (crossing a border), the system must send an automated, free-of-charge SMS containing:

1. A clear notification that the device is roaming.
2. The specific rates for voice, text, and data in that country.
3. Instructions on how to opt-out of notifications or purchase a roaming pack.

4.0 FAIR USAGE POLICY (ROAMING)

- **Permanent Roaming:** Service is intended for periodic travel. If more than 50% of a customer's usage occurs outside the home network for three consecutive months, the provider reserves the right to terminate the roaming privilege.
- **Speed Throttling:** International data speeds may be reduced to 2G speeds (128 kbps) after a user exceeds **2GB** of high-speed roaming data per day to preserve network integrity for local users.