
 **Zonite Q:** Thank you for choosing Sprint. My name is Zonite Q. Please wait while I review your information.

Sprint wants to protect your personal and account information. **Never enter sensitive information into the regular chat window.** If during this chat I need your PIN, the answer to your security question, credit card information, etc., then I will provide instructions at that time.


 **Zonite Q:** Hello Laure! How are you today?

 **Lauren Elbaum:** Just fine, how about you?

 **Zonite Q:** That's good to know! I'm doing great as well, thanks for asking!

 **Lauren Elbaum:** I'm curious what my options are for using my phone, internet and texting on my upcoming trip to Mexico

 **Lauren Elbaum:** using my sprint phone

 **Zonite Q:** Okay let me check on it. :) Please wait for 23 minutes :)

 **Zonite Q:** I mean 2-3 minutes :)

 **Zonite Q:** Sorry about that.


 **Lauren Elbaum:** ok

 **Lauren Elbaum:** sure

 **Zonite Q:** Lauren, will you be on cruise or traveling on land?

 **Lauren Elbaum:** I'm going to take a plane to Mexico

 **Lauren Elbaum:** and I won't be going on a cruise

 **Zonite Q:** Awesome! You know what Lauren I can actually add Premium International Experience for FREE! This is perfect for travelers to Canada & Mexico.

Here are the benefits of Premium Intl Experience:

High-speed (LTE) data, calling and texting while you're in Mexico and Canada  
International-long distance from the U.S.A. to Mexico and Canada


If you'll be traveling to other countries with Sprint Global Roaming:


- free incoming & outgoing texts
- \$0.20/minute incoming & outgoing calls
- free unlimited data with 2G speed
- Option to purchase higher data speed for \$5/day or \$25/week

 **Zonite Q:** I'll be happy to add it now for you :)

 **Lauren Elbaum:** That should already be on my plan


 **Lauren Elbaum:** Can you check?

 **Zonite Q:** Sprint Global Roaming is on your plan, but not Premium International Experience which I already added.

 **Zonite Q:** Are you already on IOS 12?

 **Lauren Elbaum:** I haven't used the latest update

 **Lauren Elbaum:** How is Sprint Global Roaming different than the Premium International Experience?

 **Zonite Q:** Okay. I'll give you the steps to setup your device:

Before leaving US, we need to do something on your phone to make sure that everything is properly set-up.

These are the steps to do on your phone to ensure it'll work. This should be done while you're still here in US and at least a day before your travel.

1. Go to your dial pad.
2. Dial the code ##873283#, press call.
3. Hit dismiss on the pop-up.
4. If the pop-up "Service Update Complete" shows, the update is done.

After the update, we need to do the following steps:

1. Go to Settings > Cellular > Cellular Data Options > Roaming.
2. On roaming, turn on voice & data roaming.
3. Turn off international CDMA.

For more tips with using your phone, feel free to check out this link:

 [https://support.sprint.com/global/pdf/support/travel\\_guides/iPhone\\_5\\_Travel\\_Tip](https://support.sprint.com/global/pdf/support/travel_guides/iPhone_5_Travel_Tip)


No worries, even if it's for iPhone 5, it's applicable to your device.


After the update, we need to do the following steps:

1. Go to Settings > Cellular > Cellular Data Options > Roaming.
2. On roaming, turn on voice roaming.
3. Turn on data roaming, if ONLY you will use it. If not, keep it off.
4. Turn off international CDMA.


Feel free to screenshot or print screen our chat so you can use it for reference.


For future travel, you can check the rates at [sprint.com/sww](https://sprint.com/sww). Enter in the exact city of the country you're visiting, and then select your device.

 **Lauren Elbaum:** How is Sprint Global Roaming different than the Premium International Experience?


 **Zonite Q:** It's an additional service for travellers to Mexico and Canada.

If you don't have the Premium Intl Experience if you'll make a call while in Mexico it'll be charged \$0.20/minute but with Premium Intl Experience it's FREE!

 **Zonite Q:** Not only that, with Premium Intl Experience you can make phone calls to Canada & Mexico for free as well while you're in the US.


 **Lauren Elbaum:** Ok, are there any other differences?

 **Lauren Elbaum:** Will I have to pay more for it?

 **Zonite Q:** It's FREE no need to pay extra. :)

 **Lauren Elbaum:** excellent

 **Lauren Elbaum:** Are there any other differences?

 **Zonite Q:** Once you come back to the US you can call us back to disable the International Calls Service. If you are not going to make calls from US to Mexico.

 **Zonite Q:** Lauren? Are we still connected?


 **Zonite Q:** Lauren?

 **Lauren Elbaum:** yes, hjello

 **Lauren Elbaum:** hello


 **Lauren Elbaum:** oh? do you suggest doing that?


 **Lauren Elbaum:** disable the International Calls Service?


 **Zonite Q:** I enabled Premium Intl Roaming for you to use it while in Mexico but I disabled Long Distance Calling feature so once you're in the US you cannot dial international numbers to avoid possible charges.

 **Lauren Elbaum:** Oh I see, ok

 **Lauren Elbaum:** that's good

 **Lauren Elbaum:** can you tell me how to add data while I'm traveling?

 **Zonite Q:** Wonderful!

 **Zonite Q:** Upon arrival, you will receive a welcome text message from Sprint. It will contain a link which is: "[intlroam.sprint.com](https://intlroam.sprint.com)"

You just need to go to that link, purchase the speed pass, and you can then enjoy high speed data!

🗣️ **Lauren Elbaum**: Can I do this in advance?

👤 **Zonite Q**: It can only be purchased once you are in Mexico.

🗣️ **Lauren Elbaum**: When I traveled to Canada two years ago I was able to plan things in advance

🗣️ **Lauren Elbaum**: that way I don't have to worry about it when I get there

👤 **Zonite Q**: I understand, right now this is the only process we have.

🗣️ **Lauren Elbaum**: Can you tell me the rates now?

👤 **Zonite Q**: For Canada and Mexico:

\$2/day or \$10/week

For other countries:

\$5/day or \$25/week

You can also check the rates via this link 🌐 <http://www.sprint.com/sww> :)

👤 **Zonite Q**: Lauren? Are we still connected?

🗣️ **Lauren Elbaum**: Yes, I'm looking at the website

👤 **Zonite Q**: Okay. :)

👤 **Zonite Q**: You can type the city and country or cruise ship to see the rates :)

👤 **Zonite Q**: I want to make sure that I'm able to make you a very satisfied customer of Sprint. Do you also have other concerns about your bill, equipment or coverage issues that I can address?

🗣️ **Lauren Elbaum**: Yes, can you tell me exactly what model phone I have?

🗣️ **Lauren Elbaum**: And how many GB it has?

👤 **Zonite Q**: Iphone 6S PLUS 16GB

🗣️ **Lauren Elbaum**: no, I don't think that's right

🗣️ **Lauren Elbaum**: please check again

👤 **Zonite Q**: Sorry It's 128GB.

🗣️ **Lauren Elbaum**: ok

🗣️ **Lauren Elbaum**: What is:


Sprint Global Roaming\*


🗣️ **Lauren Elbaum**: and what is the difference between that and a speed data pass?


👤 **Zonite Q**: That is the service that enables you to use Roaming internationally.


🗣️ **Lauren Elbaum**: At what speed?


👤 **Zonite Q**: Sprint Global Roaming offers free unlimited data with 2G speed but has option to purchase higher data speed for \$5/day or \$25/week


 **Lauren Elbaum:** and what if I want 4 days of speed passes rather than 7?


 **Lauren Elbaum:** will I get asked if I'd like to purchase a pass each day I'm in Mexico?


 **Zonite Q:** The data passes we have is one day pass and a week pass only.


 **Zonite Q:** To avoid to be asked you have the option to choose a week pass. :)


 **Lauren Elbaum:** I mean, if I buy a pass on the first day will I be able to buy another pass on the second day?


 **Zonite Q:** Yes you can :)


 **Lauren Elbaum:** OK


 **Lauren Elbaum:** thank you


 **Zonite Q:** You're welcome!


 **Lauren Elbaum:** Can you send me a transcript of this chat?


 **Zonite Q:** I want to make sure that I'm able to make you a very satisfied customer of Sprint. Do you also have other concerns about your bill, equipment or coverage issues that I can address?


 **Zonite Q:** Yes I can send an email you :)


 **Lauren Elbaum:** Yes, can you send me a transcript of this chat?


 **Zonite Q:** Yes of course! :)


 **Lauren Elbaum:** ok


 **Zonite Q:** I want to make sure that I'm able to make you a very satisfied customer of Sprint. Do you also have other concerns about your bill, equipment or coverage issues that I can address?


 **Lauren Elbaum:** no, that's it

 **Lauren Elbaum:** thank you for your help

 **Zonite Q:** You're welcome glad to help you :)

 **Zonite Q:** If that's everything then once again my name is Zonite. Thank you for choosing Sprint. Have a wonderful day!

 **Lauren Elbaum:** You too!

 **Zonite Q** has disconnected.