

COMMUNICATION

Telephone & Internet Services

Telephone

Below is information and a list of resources that you may utilize to assist you in telephone or cell phone services while you are in the U.S. We do not specifically recommend any services or plans, but we provide this list as a resource. It is your responsibility to research these resources and determine suitability for your needs. Please note that information on this handout is subject to change.

IT Service Center, Telephone Services

Provides information on services Wellesley offers and information for making international phone calls from campus phones and mobile phones from the U.S.

<http://web.wellesley.edu/web/Dept/LT/Computing/Phones>

Calling Cards

You may opt to use one of the many **pre-paid international phone cards**, which can be purchased at many different locations including grocery stores, drug stores, or on-line. Make sure you compare rates before you buy one of these cards. You may want to check if there is any fee just to connect. The site below offers phone cards with no hidden charges: <http://www.internationalstudent.com/phonecards/>

Cell (Mobile, Wireless) Phone Service

Cell phones in the U.S. work on different frequencies than in most other parts of the world; therefore, even if you have a cell phone in your home country, it may not work here.

Tri-Band Phones & SIM Cards

If you have a cell phone that is a **tri-band phone** (a GSM phone that supports three of the four major GSM frequency bands, which work in most parts of the world) you will need to buy a new SIM card from a U.S. cellular company. A **SIM card** is a removable card that stores a user's service information as well as personal contacts. It allows users to change phones by simply removing the SIM card from one cell phone and replacing it with another.

Contract Plans and Prepaid (To-Go) Plans All phone companies in the U.S. offer **Contract Plans** – this means, you have to sign a contract with the company in which you state that you will be using their service for a pre-determined length (usually two years), paying a monthly fee plus the charges for the services according to your rate-plan. However, this option can be difficult for newly arrived foreign citizens. Companies may require that you have at least a year of credit history on your credit card, which must be obtained in the United States, and a Social Security number. Without one of these, you may be required to pay a one-time fee, between \$300-\$600 (depending on the company), which will be returned to you upon completion of the contract.

A better option may be to apply for a **Prepaid Plan**, which is offered by most major companies and is also available through electronic retail stores (Best Buy, Radio Shack). A Prepaid Plan means you have to pay a fee (according to your rate-plan) a month in advance. You can terminate the service any time you like. However, you still need at least a debit/ATM card to be able to use this service. The company charges your card automatically, on the same date every month, unless you call to terminate your service. No subscription fee is required; you only pay the sum of your rate-plan.

CellularLD

Wellesley's ITSD has just recently partnered with MobileSphere to provide a new service which allows you to call internationally from your cell phone. To learn more about this option, follow the link on Telecommunications' website: <http://www.wellesley.edu/Telecommunications/CellularLD1.html>

Cell Phones

If you want to buy a new cell phone, buying one along with a service plan directly from the company whose service you will use can get you a huge discount. Some phones are offered only together with the service, making them significantly cheaper than their original price.

Below is a list of the major cell phone companies and their nearest store listings. Research the companies through their websites or in person before you make a decision.

ATT

Website: <http://www.wireless.att.com/>

Prepaid Plan Information: <http://www.wireless.att.com/cell-phone-service/go-phones/index.jsp>

88 Needham Street
Newton, MA 02461
617-965-8181

1245 Worcester Street
Natick, MA 01760
508-650-6970

475 Winter Street
Waltham, MA 02451
781-890-6074

Sprint

Website: <http://www.sprint.com>

No prepaid plans

85 Worcester Road
Framingham, MA 01701
508-628-0600

T-Mobile

Website: <http://www.t-mobile.com>

Prepaid Plan Information: <http://www.t-mobile.com/shop/plans/>

244 Needham Street
Newton, MA 02464
617-558-1760

462 Washington Street
Brighton, MA 02135
617-254-1342

Verizon Wireless

Website: <http://www.verizonwireless.com>

Prepaid Plan Information:

<http://www.verizonwireless.com/b2c/store/controller?item=prepayItem&action=viewPrepayOverview>

13 Boylston Street
Chestnut Hill, MA 02467
617-738-2600

Natick Collection
1245 Worcester Street
Natick, MA 01760
508-647-4008
745 Boylston Street
Boston, MA 02116
617-266-9000

Other resources:**University Mobile**

Provides wireless phone services with unlimited calling periods and low international rate. A Social Security number or long-term contract is not required.

<http://www.universitymobile.com>

Consumer Reports

A reputable magazine and online resource regarding expert testing of products, including phone services, in the United States. <http://www.consumerreports.org>

10-10 Phone Number

You do not need to sign up for a plan, and the charge will be included in your regular phone bill. Visit <http://www.1010phonerates.com> for more information.

SKYPE

With the free download from <http://www.skype.com>, you can talk to your family or friends who are also online with no charge using your computer. You will need to install SKYPE, and set up a microphone and headsets/speakers. You can also call from your computer to regular phones (including international calls) with reasonable fees. Other services include free online chat and free video calls (if you have a webcam).

Instant Messenger Applications

You can talk to people using instant text messages by installing instant messenger applications provided by AOL, MSN, ICQ, or Yahoo. Go to their website to download the free messengers: <http://www.aim.com>, <http://www.icq.com>,

<http://www.webmessenger.msn.com>,

<http://www.messenger.yahoo.com>

How Do I Dial Phone Numbers that Include Alphabet Letters?

Many business toll-free numbers (1-800 or 1-866-xxxxxxx) use alphabet letters as their phone numbers. The dial keypads in the US have letters assigned to each number as below.

For example, CALL is dialed as 2-2-5-5.

ABC dial 2
DEF dial 3
GHI dial 4
JKL dial 5
MNO dial 6
PQRS dial 7
TUV dial 8
WXYZ dial 9

Internet

On Campus:

All rooms on-campus have free wireless internet access, which you can connect to from your laptop. You can also access the internet from any one of the many computers on-campus. As a full time Wellesley student, you will have your own Wellesley email account, with a username and password, which allows you access to the Wellesley Portal.