Whether you’re traveling to another country for work or pleasure, you want to know that your wireless service will work—wherever you go. With World Phone Capable devices from U.S. Cellular, it’s easy to stay connected all over the world.

Follow these 3 steps:

STEP 1
Select a World Phone Capable device available at U.S. Cellular.

STEP 2
When you arrive at your destination, purchase a prepaid SIM card from a wireless carrier in the country. These cards can often be found at a kiosk in the airport or a phone shop.

(NOTE: Information on calling rates and SIM card set-up will be provided by personnel at the international carrier from which you purchased your SIM. SIM cards purchased internationally differ from 4G LTE SIM cards provided by U.S. Cellular for domestic 4G LTE devices.)

STEP 3
Insert the SIM card into your device—simply follow the instructions found in the User Manual that accompanied your device. After you insert the SIM card, you will be able to make calls with your device.
Things you should know about international calling

- Once a SIM card is purchased, you’ll get a new phone number on that carrier’s network.
  - Your U.S. Cellular phone number and account will remain active.
  - Any incoming calls to your U.S. Cellular phone number will route to your voice mail.

- Tell your family and friends your new international phone number so they can reach you. Please advise them that they could incur additional charges when calling internationally and to consult their provider for calling rates.

- Voice and text are routinely offered with SIM cards. If you wish to use data for Internet and e-mail, you should ask the international carrier about availability and set up. Data services can also be accessed using Wi-Fi Hot Spots that are common in hotels, restaurants and coffee shops.

- Support for the SIM card is provided by the international carrier from which the SIM card was purchased.

- More information on the SIM card feature for your device is available in the User Manual that accompanied your device.

- Please check if your World Phone Capable device has a newer version of software available by logging on to www.uscellular.com. If so, please upgrade your device prior to traveling or using the SIM feature on your device.

Frequently asked questions

Q: What is a SIM card and is it required to use a World Phone Capable device internationally?
A: The SIM card holds all of the subscriber’s personal information and phone settings. It also holds the phone number, personal security key and other info necessary for the handset to function on a network and is required to use your World Phone Capable device internationally.

Q: Can customers use features like call waiting, voice mail and SMS (text messaging), when using a pre-paid SIM card?
A: The availability of these services varies by international carrier and would be provided by the supplier of the SIM card. U.S. Cellular cannot guarantee availability of these services while traveling abroad and off the U.S. Cellular network.

Q: If customers purchase a pre-paid SIM card outside of the United States, will they be able to keep/use the same phone number they use in their home network?
A: No. The phone number will change to match the phone number on the pre-paid SIM card being used.

Q: If I install a SIM card will I be able to use my World Phone Capable device on carrier networks in the United States?
A: The SIM card feature will only work on carrier networks when traveling internationally.