

Data Roaming Guide

It is likely that you have mobile phones within your company that can access data when roaming with no limits in place.

This is because we respect the fact that you and your team may need to be able to access the internet or email wherever they are and whenever they need to.

But with this comes risks...the following guide will help you mitigate those risks to prevent unexpectedly high roaming charges.

What is Data Roaming?

Data roaming is when you access data when you are not on the Sure network. Like opening emails or power point presentations or accessing the internet. Today's modern Smartphones are data hungry devices and will constantly search to connect and download content from the internet both actively when you are using the internet or email, or passively when they are in your briefcase or the glove compartment of your car.

What is passive Data Roaming?

This is when your handset continues to search for data even when it is in your pocket or your briefcase. If you have apps on your handset like Facebook or Twitter for example, then any posts or tweets sent to you will be downloaded and will incur data charges without you even knowing it is happening.

Are you safe in a WiFi area?

It is certainly safer to be connected in a WiFi area or hotspot but if the WiFi signal drops then your handset will automatically connect to another provider to keep you connected.

If you want to have unlimited access to data when overseas here's how to reduce usage and charges...

- Switch the handset off at night and do not use it as an alarm clock so that if the WiFi signal fails during the night then you will not incur charges
- Download a data counter app and monitor your usage
- Read up in your handset manual about how to switch data roaming off and periodically check that the WiFi signal is showing

And Sure has some great products to help manage roaming costs...

- We have just introduced new data spend limits which lets you buy a 'block' of data at a set value and once you reach 80% of this we will send you an SMS informing you that your limit is almost up
- And there are boosters you can add to your account to help reduce costs....
 - Our Business Roaming booster gives you reduced rate data in Europe, our most popular roaming zone.
 - Priced from just £3.50 per month (depending on how many users you have) this will reduce data from £0.50p / MB to just £0.15p / MB in UK / France / Ireland, and £0.25p / MB for the rest of Zone 1.

The Business Roaming Booster will stay active until you ask us to remove it. It can take up to 24 hours for your booster to become active on your account. Sure recommends you add your roaming booster at least one day before you travel to ensure you obtain the best rates.

And of course you could always bar data on the mobile phones in your business...

Just give us a call and we can bar data roaming on your phone, this would mean that the user can only access the internet when roaming when in WiFi areas or hotspots.

If you need any advice on anything in this guide then please contact your account manager or check out a wealth of information on our website.