



Things you must do before you travel

1. Review your responsibilities to ensure no unnecessary or excessive expenditure is incurred as specified in the Griffith Staff 6.15.05 Travel Policy and IT Code of practice
2. Familiarise yourself with the different options for staying connected including:
 - > 95% savings with a local pre-paid SIM
 - > Up to 75% savings with a TravelSIM
 - > 100% savings with Eduroam
 - > 100% savings with free WiFi hotspots
 - > International roaming

Refer to our *important facts overleaf* to find out more!

3. Check that service is available at your destination and understand call and data charges
4. Familiarise yourself with your device settings including:
 - > compatibility with the mobile network / frequencies at your destination
 - > turning on & off data roaming and cellular data (3G or 4G)
 - > re-setting data counters (cellular usage) to track data usage.
5. Turn off all call forwards to your mobile device.

Before you depart Australia

Restrict call and cellular data and enable WiFi access only.
In device settings, turn on airplane (flight) mode to restrict calls and cellular data. Then manually turn on WiFi settings and choose a WiFi hotspot. This enables data downloads from WiFi hotspots only.

Switch data roaming off.
Manually switch off your cellular data and data roaming settings. Turn them back on when needed and only for duration of download.

Turn off automatic or period email downloads.
Switch your device to manually retrieve emails and download message header only (you can then manually select which emails should be downloaded in full).

Be aware of applications that can be responsible for background data consumption.

- > Switch off location services, push notifications and automatic updates on device applications.
- > Avoid applications for social networking (e.g. Facebook and twitter), news and weather feeds, and location apps (Google maps) as they consume large amounts of data.

Griffith's phone website



Using your mobile device overseas

Using your mobile phone overseas can be extremely expensive as data and calls are charged at much higher rates than they are in Australia. To ensure that your trip is productive without resulting in a phone bill of hundreds, even thousands of dollars, here's what you need to know before you use your device abroad.



Read before you travel...



What to do when you arrive

- > Utilise free Wi-Fi hotspots and hotel wireless network services where available.
- > Change the data roaming setting on your device to 'on' only when downloading is required.
- > Minimise web browsing, streaming video or downloading maps and images.
- > Avoid sending large documents, photos or other images.
- > Keep track of your usage on your device via the internal data counter on your device.

Calling home

To call back home to an Australian **fixed line** dial:
+ 6 1 Area Code (without leading '0') then the number
e.g To call (07) 3735 7111 from any country dial +61 7 3735 7111

To call back home to an Australian **mobile** dial:
+ 6 1 Mobile Phone Number without leading '0'
e.g To call 0499 123 456 from any country dial +61 499 123 456.

Important facts about . . .

Travel SIM

TravelSIM® is a pre-paid service with very competitive international roaming rates for calls, text and data. Simply swap your Griffith mobile service with a TravelSIM to give you a single contact number for multiple countries that you may travel to.

- > Purchase a TravelSIM starter pack prior to departure which includes a TravelSIM (with new phone number) and call credit
- > Benefits include access to receive free calls in over 115 countries and unlimited free online SMS
- > Data downloads can be as little as \$1.00 (USD) per MB in many European countries
- > TravelSIM can be set up as a manual Pre-paid service with freecall top up number.

Note: Prior to use, your device must be unlocked from our Griffith carrier. Please complete the unlocking mobile phone request on the Griffith phones website (intranet.griffith.edu.au/work/phones/make-request)



Local pre-paid SIM

A local pre-paid SIM card is a low-cost option providing you with a local phone number that is good value for money as it uses local call and data rates.

- > Available to purchase at most airports in your destination and is recommended when travelling around a single country.
- > Can be used in most handsets – simply request your device to be unlocked from your Griffith carrier via our online form the prior to departure.

Note: Prior to use, your device must be unlocked from our Griffith carrier. Please complete the unlocking mobile phone request on the Griffith phones website (intranet.griffith.edu.au/work/phones/make-request)

International roaming

International roaming is the ability to activate roaming on your exiting Griffith mobile service so it can be used when travelling overseas.

All roaming call and data charges are excluded from your Griffith mobile plan.

- > You will need to check with your Griffith service provider Optus or Telstra that roaming is available at your destination
- > Data downloads cost as much as \$24 per MB
- > *It will cost you a minimum of \$40 to email a single photo (2.2MB)*
- > *It will cost you a minimum of \$100 to download a single email with attachment (4.1 MB)*
- > Charges apply for making and receiving calls
- > Complete the Griffith online form to request international roaming to be added to your service. intranet.griffith.edu.au/work/phones/make-request

Eduroam

Eduroam allows all Griffith staff and students visiting other participating international institutions to connect to the Eduroam wireless network using their Griffith portal username and password.

- > Configure your device the first time you use the Eduroam wireless network – instructions are available on our wireless website. www.griffith.edu.au/wireless
- > Can be used to make calls via skype

www.eduroam.edu.au

Free Wi-Fi hotspots

Free Wi-Fi hotspots allows guests, customers and/or general public to connect their mobile device in locations such as restaurants, coffee shops, parks, libraries, business districts, shopping centres, airports, hotels, etc.