

Mobile Myths Buster



Roaming: What to know before you go.



Myth 1: Turning data roaming off avoids charges.

Fact: If you lose a WiFi signal, calls and text messages through your instant messaging apps will trigger roaming charges, even if your data roaming is turned off. That's why putting your phone on **Airplane Mode** is important to ensure all calls and messages are only sent while you're on WiFi.



Myth 2: Short calls and texts don't count.

Fact: Any calls (including checking your voicemail) or outgoing texts will trigger roaming charges, regardless of the length, even with data roaming turned off. That's why we recommend putting your phone on **Airplane Mode** in addition to keeping data roaming off to avoid unexpected fees.



Myth 3: There's no charge if you use WiFi-calling abroad.

Fact: WiFi calling is a feature available on select phones, but it is not the same as making a call over WiFi using a messaging app. WiFi calling to a non-Canadian number in your destination will trigger a roaming charge, even if you turned data roaming off and have Airplane Mode on. Avoid using WiFi-calling to non-Canadian numbers while travelling to prevent extra charges.



Do you have Roam Like Home?

APEGA members are automatically enrolled in Roam Like Home on their voice & data plans. You can check if your travel destination is covered by Roam Like Home before you go to avoid pay-per-use rates.

[Find out more](#)

Important information for U.S. destinations.

Did you know, the U.S. carriers have shut down their 3G networks? This means travellers with 3G mobile devices can't connect to roaming cellular services including 9-1-1, while in the U.S.

[Find out more](#)

**We're with you all the way – on
trips, too.**
