Mobile Devices: International Travel Important Information

Summary

The Mobile Device service has an offering available to support those who engage in international travel. Use this article to find information on international travel and how it affects YSOM purchased mobile devices.

Information

Since international calling, messaging and data plan rates can be high and vary based on location:

1. SOM faculty and staff can request to add an international plan on a temporary basis.
2. SOMIT recommends sending the request to add an international plan as soon as you make your travel arrangements to provide enough time to complete the task.
3. Please provide information on where you will be traveling so we can provide you information on the coverage availability in that area.
4. Yale University Telecom could take up to ten business days to process the request.
5. Any requests required to be completed in five days or less will have a $15 service fee charged to your COA.
6. If you order a temporary plan, please be advised the service will be disabled within a few days after the end date you provided in your initial request. You will receive a text message from Yale University Telecom approximately 3 days prior to the international plan’s removal from your device, giving you the option to extend coverage should it be needed.

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