

AT&T WirelessSM

What to do if your cell phone is lost or stolen abroad



When you're traveling abroad, staying connected is important not only for convenience and ease of getting around, but also for your safety. AT&T offers a simple and affordable option to use your phone abroad just like you would in the U.S. with [AT&T International Day Pass](#).SM But, what should you do if you accidentally leave your cell phone in a taxi, or a pickpocket swipes it at a tourist attraction? If you know what steps to take, a lost or stolen cell phone doesn't have to put a damper on your international vacation. In this article, you'll learn safety measures to take before your trip, what to do once you're sure your phone has been lost or stolen, how to get connected again for the rest of your trip, and more.

In this article, you'll learn:

- Steps to take if your phone is lost or stolen abroad
- How to get a replacement device while traveling abroad
- Steps to take when you return from your trip abroad if your phone was stolen
- Tips to avoid being a victim of cell phone theft abroad
- Steps to take before you travel abroad

Steps to take if your phone is lost or stolen abroad

1. Try to locate your cell phone

Once you report your cell phone as lost or stolen, AT&T will suspend your service. It's possible to reactivate your service on that device if you find it, but it can save you some hassle if you ensure your phone has truly been lost or stolen before reporting it to AT&T. Follow these quick steps to be sure your phone's missing before reporting it:

- **Call it:** Use your computer or a borrowed device to call your phone. It's possible that you've misplaced it somewhere nearby, or maybe a helpful stranger is holding your phone for safekeeping and will answer your call to help you recover it.
- **Use a find-my-phone feature:** Use your device's GPS, an AT&T app or a third-party app, like the [Find My iPhone app](#), to remotely locate your phone. Keep in mind you'll need to enable these features before your device is lost or stolen.

2. Report your cell phone as lost or stolen

Once you confirm your cell phone has been lost or stolen abroad, contact AT&T at [314.925.6925](#), so they can help suspend your service until you get a replacement device. If you have access to another device to log in to your AT&T account, you can also suspend your service yourself by following these steps:

- Sign in to [myAT&T account overview](#).
- Scroll to My devices and choose **Manage wireless**.
- Navigate to **Device options**.
- Select **Suspend wireless service**.
- Follow the prompts to suspend your service. If your phone was stolen, make sure to block your device, too.

3. File a police report if your cell phone is stolen abroad

If your phone's stolen abroad, you shouldn't try to recover it yourself. Thieves can sometimes be brazen, but even if you see someone swipe your cell phone or are able to track the location of your phone, do not put yourself in unnecessary danger by confronting the perpetrator.

Instead, file a police report. You might borrow someone's device to get in contact with Emergency Services in the country you are visiting. Here are the contact numbers for Emergency Services in some popular international travel destinations:

- **UK:** 999
- **Mexico:** 911
- **Canada:** 911
- **Italy:** 112
- **France:** 112

Good to know before you suspend your service

Once your phone service is suspended, the only contacts your phone will be able to call are Emergency Services and Customer Care. Your phone number will remain suspended until you reactivate it. However, a disabled device will still have data access when connected to a Wi-Fi[®] network.



How to get a replacement device while traveling abroad

If your cell phone's lost or stolen and you still have several days left in your trip, you'll want to get connected again as soon as possible (especially if you're a solo traveler).

It's a great idea to travel with a backup phone if you have one—perhaps an older cell phone you no longer use. You can keep the backup phone in the hotel safe, and if you need it, quickly turn on the Wi-Fi and use the phone when near a Wi-Fi hotspot. [Learn how to connect to AT&T or public Wi-Fi hotspots](#).

If you don't have a backup device, you may want to get a temporary replacement for your lost or stolen cell phone. You can visit a local mobile phone store and purchase a prepaid SIM card along with an affordable cell phone, like a flip phone, to use for the rest of your trip. The good news is this replacement device can serve as your backup device on future trips abroad. AT&T can't ship you a phone while you are outside the U.S.

You'll want to ensure your AT&T service is suspended on the lost or stolen device before purchasing a replacement. Contact AT&T's International Department at [314.925.6925](#) for help with setting up a replacement device.

Steps to take when you return from your trip abroad

When you return from your international trip, if you're covered by AT&T Protect Advantage, you can file an insurance claim for your lost or stolen device. To file a claim, go to [phoneclaim.com/att](#) or call [888.562.8662](#).

What to expect on your AT&T bill if your device was lost or stolen

If your cell phone was lost or stolen, your monthly service charges will still appear on your bill, along with your monthly device payment (if your device was financed on an installment plan).

If you see any suspicious activity in your AT&T account, you can contact the AT&T's fraud department at [855.804.0313](#).

Tips to avoid being a victim of cell phone theft abroad

Reports show one in five international travelers has had his/her cell phone stolen while traveling abroad. Here are some helpful tips to avoid being part of that statistic:

- Be vigilant in crowded places.**

Busy streets, markets, and subways are prime spots for phone theft, especially when there's an easy getaway, like just before a subway stop.
- Store your phone securely.**

Keep your phone in a zipped pocket or bag on your front side when you're not using it. [You might even consider investing in anti-theft cell phone accessories](#).
- Don't keep cards in your phone case.**

Wallet phone cases are popular and can be convenient, but it's best not to keep your ID and credit cards in your phone case while traveling. If your phone's stolen, along with your ID and credit cards, that can be a big inconvenience.
- Keep your phone close to you.**

Try to avoid holding your phone out openly for a long time, and don't leave your phone unattended on a table or bench.

Steps to take before you travel abroad

There are some simple precautions you can take while planning your international trip that will help to keep an unfortunate incident, like a lost or stolen cell phone, from becoming a major inconvenience.

Download the AT&T ActiveArmor[®] mobile security app

If you have AT&T service, you can install [AT&T ActiveArmor mobile security](#), for free, which means you can enjoy peace of mind while traveling with public Wi-Fi Protection, Safe Browsing, Lost Wallet Recovery and ID Restoration. [Download the AT&T ActiveArmor app](#).

Back up your cell phone

You can transfer the files from your cell phone to a computer by connecting your phone with a cable, but most people find it more convenient to use one of the popular cloud storage applications to back up their files, like [AT&T Personal Cloud iCloud](#) (for iPhones and iPads) or [Samsung Cloud](#) (for Samsung devices). These apps allow you to store photos, files, notes, mail, and more—without taking up storage space on your phone. Depending on the quantity and size of your files, cloud storage services vary in cost. If you don't need much storage, it can even be free.

Enroll in AT&T Protect Advantage

If you're an AT&T customer, you're likely aware of AT&T Protect Advantage—AT&T's insurance program for cell phones, wireless home phones, tablets and smartwatches—provided in partnership with Asurion. With Protect Advantage, you can choose to protect one device with Protect Advantage for 1 or up to four devices with Protect Advantage for 4. Each Protect Advantage plan includes an unlimited number of claims,^{*} unlimited screen and back glass repairs,^{*} same-day replacement and setup for lost or stolen phones,^{*} unlimited battery replacements,^{*} unlimited photo and video storage^{*} and AT&T ProTech[™] expert support.

Just remember, you can only [sign up for Protect Advantage during the open enrollment period](#) (or within 30 days of purchasing your device). It's a good idea to plan ahead so if you lose your phone on an international trip, for example, you can use this service to replace your phone when you return to the U.S. [Learn more about AT&T Protect Advantage](#).

Explore international rate plan options

There are several options if you want to use your U.S. cell phone while traveling internationally, but AT&T's most convenient option is likely [International Day Pass](#). For a low daily fee, you can use your phone like you do at home with unlimited high-speed data,^{*} talk, and text, in over 210 destinations. [Learn more about how to use your US cell phone when traveling abroad](#).

*Maximum device value of \$3,500 per claim.
*Unlimited Screen and Back Glass Repairs are available in select areas. Newly launched device models may not be eligible for repair. Visit <https://www.asurion.com/claims/att/> or call 888.562.8662 to check current eligibility. Same-day repair option depends on claim approval time, part and technician availability. Eligible devices and available areas are both subject to change at any time. Repairs will be available for certain devices, in select locations, which are subject to change at any time.
*Available for select devices in select areas and is subject to parts and technician availability. Claims must be filed and approved by 4 p.m. (local time). Eligibility is determined at time of claim approval and is contingent on certain criteria. Claims may be fulfilled with new or AT&T Certified Pre-Owned[™] equipment of the same model or other models of like kind and quality and may be previously opened, used, refurbished or remanufactured, and/or may contain original or nonoriginal replacement parts. Colors, features and accessory compatibility are not guaranteed.
*Subject to eligible wireless phones outside of manufacturer's warranty period that power on but fail to hold an adequate charge after ProTech diagnostic testing. Available for select devices in select areas. Battery replacements come with a 60-day limited warranty.
*Unlimited photo and video storage. Video size limitations may apply.
*When added to your existing unlimited plan. Coverage and data speed vary by destination and may be changed.

AT&T International Day Pass[®]

Connecting made easy on land and at sea

Stay connected abroad on land for \$12/day. Taking a cruise? Use your phone on land and sea for \$20/day. Plus, you'll only pay for the days you use.

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Cell phones	Wireless plans	Phone trade-in	Bring your own device (BYOD)	Best deals today
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Portable phones	Prepaid phone plans	Early upgrade	Coverage map	iPhone deals
Hotspots	Hotspot plans	Compare iPhones	Keep & transfer your number	Samsung Galaxy deals
Tablets & laptops	Family phone plans	Compare Samsung phones	Return policy	Tablet deals
Certified pre-owned phones	AT&T In-Car Wi-Fi	Compare Google Pixel phones	Delivery & pick up	Google pixel deals
Accessories	Add a line	Motorola phones	Free personal delivery & setup	Free phone deals
	Phone insurance plan			Prepaid phone deals
	ActiveArmor security			Smartwatch deals
				Cheap phone deals
				Gift guide & holiday deals
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