

AT&T Wireless[™] 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*. 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:

lost or stolen abroad

Steps to take if your phone is

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

<u>abroad</u>

Steps to take before you travel

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:

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

• Call it: Use your computer or a borrowed device to call your phone. It's possible that you've misplaced it somewhere nearby,

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 <u>myAT&T account overview</u>.
- 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.

If your phone's stolen abroad, you shouldn't try to recover it yourself. Thieves can sometimes be brazen, but even if you see

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

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:

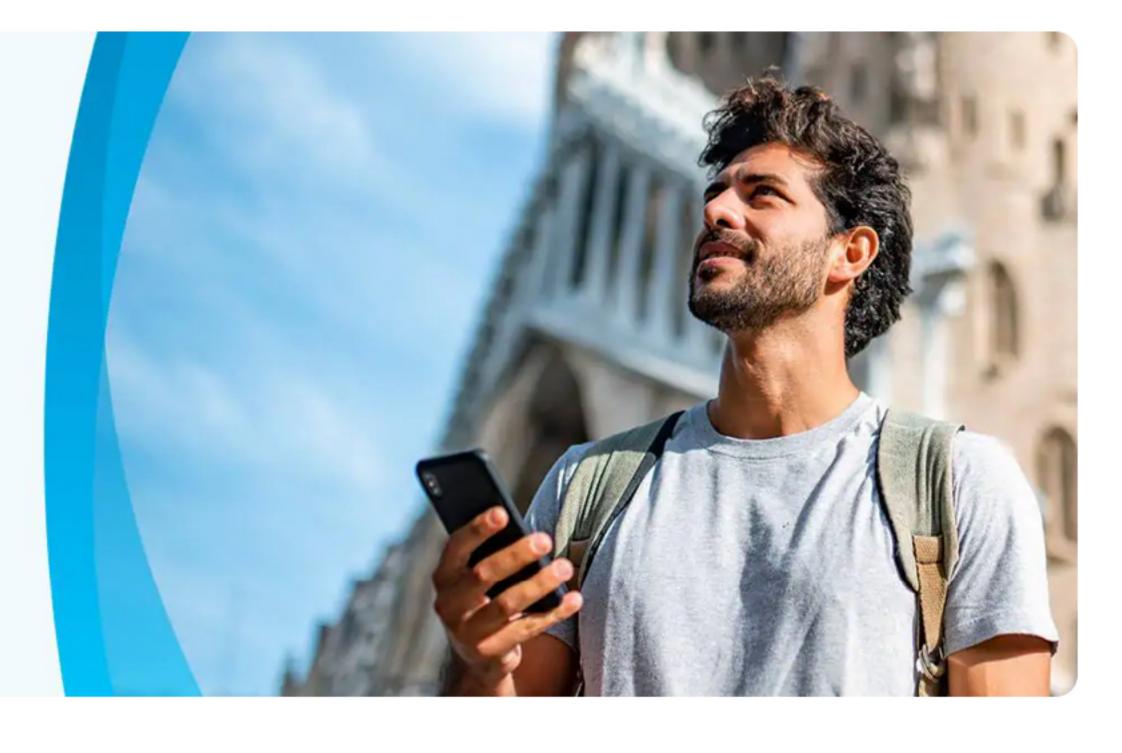
- UK: 999 Mexico: 911
- Canada: 911
- **Italy:** 112 • **France:** 112

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 connect to AT&T or public Wi-Fi hotspots



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

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

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.

If your cell phone was lost or stolen, your monthly service charges will still appear on your bill, along with your monthly device

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 a victim of cell phone theft

tips to avoid being part of that statistic: Be vigilant in crowded Keep your phone close Don't keep cards in your Store your phone

prime spots for phone theft, especially when there's an easy getaway, like just before a subway stop.

places.

Busy streets, markets, and subways are

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 antitheft cell phone accessories

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,

phone case.

can be a big inconvenience.

along with your ID and credit cards, that

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

to you.

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

cost. If you don't need much storage, it can even be free.

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

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

Explore international rate plan options

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.

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,1 unlimited screen and back glass repairs, 2 same-day replacement and setup for lost or stolen phones,3 unlimited battery replacements,4 unlimited photo and video storage5 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

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,6 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

"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

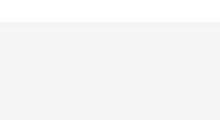
previously opened, used, refurbished or remanufactured, and/or may contain original or nonoriginal replacement parts. Colors, features and accessory compatibility are not guaranteed.

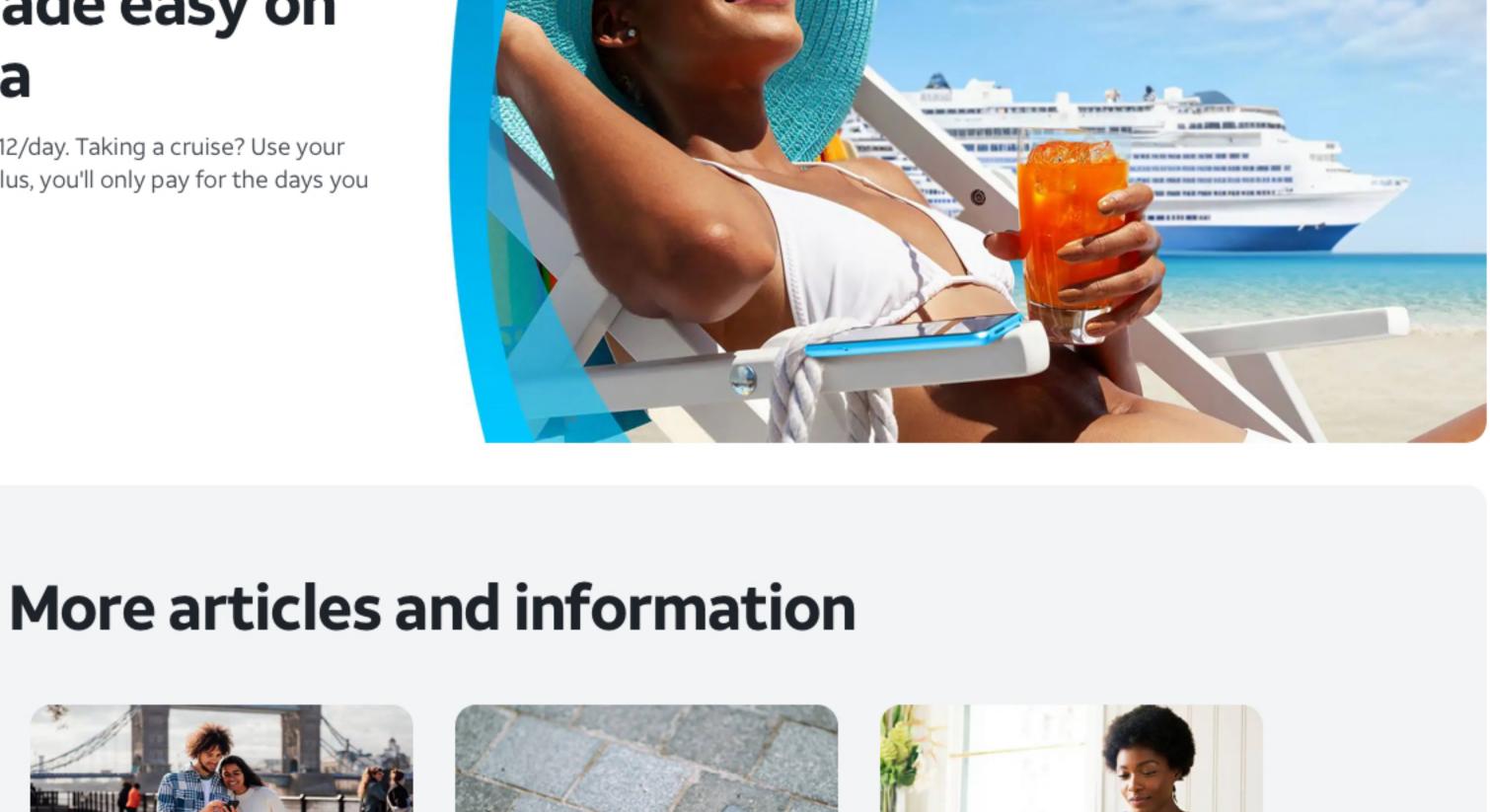
land and at sea Stay connected abroad on land for \$12/day. Taking a cruise? Use your phone on land and sea for \$20/day. Plus, you'll only pay for the days you

AT&T International Day Pass®

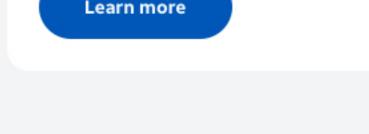
use. **Get started**

Connecting made easy on



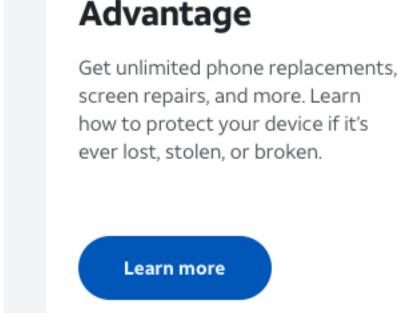




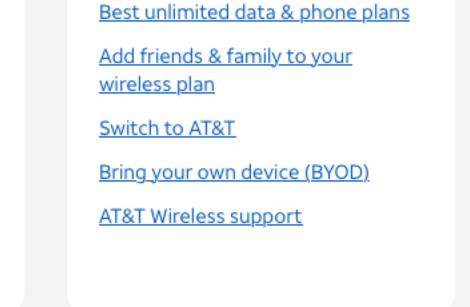




Learn more

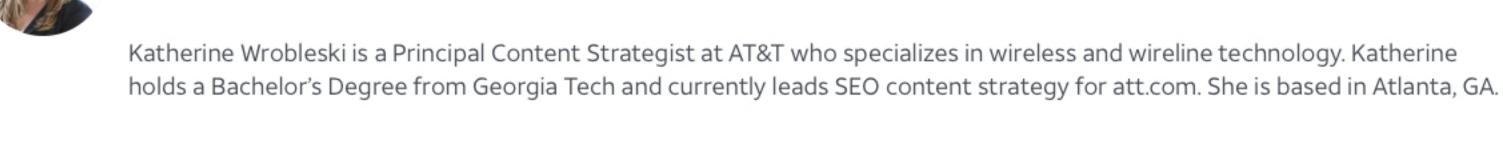


AT&T Protect



AT&T Citi Points Plus

Helpful resources



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Explore our best wireless options

Phones & devices Phone & data plans Switch & save Wireless deals Upgrade

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