

# Is your phone roaming- ready?



هيئة تنظيم الاتصالات  
Telecommunications Regulatory Authority  
Kingdom of Bahrain - مملكة البحرين

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Whether you're travelling for business or pleasure, travelling abroad is a lot less stressful when you're working to a plan. It saves you money and reduces needless dramas, like **bill shock from roaming charges.**

**So what is roaming and how can we avoid bill shock?**

Roaming is the term used for when you use your mobile outside the Kingdom of Bahrain. When you travel abroad and enable Roaming, your service provider will charge you higher rates to use the same services – calls and data usage – the higher charges can mount up quickly leading to unpleasant surprises when you come home – we can call this the bill shock! The TRA has a few ideas on how you can avoid bill shock by making sure your mobile is roaming-ready.



# Let the TRA help you with roaming advice

#imroamingready

Bahrain's Telecommunication Regulatory Authority (TRA) is here to protect travelling consumers like you from potential bill shocks when they return to the Kingdom. To help you avoid bill shocks we created a few pointers for you to check - read on:

- **Before planning your journey, are roaming services available at your destination?** Ask your service provider in the Kingdom of Bahrain to assist you with available roaming packages.
- **What is the cost of roaming at your destination?** Before travelling abroad, enquire about the roaming charges at your destination. Knowing the roaming cost before you leave is always helpful when budgeting for your trip and avoid overspending. Every country has different Telecom Service Providers with different tariffs and charges.
- **What if you didn't enquire about roaming cost before travelling?** Service Providers in the Kingdom of Bahrain must notify consumers via free text message (SMS), upon their arrival to their destination, of international roaming tariffs. The content of the SMS shall include information on roaming tariffs for voice calls, data usage and text messages as well as information on how to contact your service provider helpline while abroad.
- Travellers should also ask themselves, 'given the cost of international roaming, **is it necessary to use my mobile while abroad?**'



# Tips for getting roaming-ready

Now you know the risks associated with international roaming, let's look at ways to minimise your bill.

- Turn-off your Data Roaming option before leaving the Kingdom. Make sure to disable your data roaming apps before turning it back-on.
- Location Services can use a lot of data so make sure to disable it unless it is necessary.
- If you choose to enable data roaming, pre-plan your downloads and app usage, or you may connect to WIFI Network.
- Turn off "automatic network selection" to avoid using a non-preferred network with extra charges. Remember that you will be charged for the calls and text messages (incoming and outgoing) while roaming. If someone calls you think twice before answering.
- If you want to avoid roaming charges why not:
  - Buy prepaid phone cards or local SIMs from a local service provider when you arrive
  - Subscribe to a data roaming add-on package from your local service provider before you leave
- If you do not wish to use data roaming, simply disable all data roaming services on your mobile. Some service providers in the Kingdom of Bahrain also offer roaming blocking.



**Get your mobile roaming-ready** and avoid bill shocks while you travel. For further enquiries, you can contact our consumer call centre on: **81188**, **Sunday-Thursday from 8:00 am to 4:00 pm.**