

Verizon Wireless Full Statement

I'm not sure what happened, but if the phone was turned on while the customer was charging it (or at any time), the device would have automatically pinged the network and updated email, text alerts, device software, etc. - which would result in data roaming charges. Customers traveling internationally can adjust smartphone settings in advance to disable data roaming.

Here are some helpful links for international travel tips for Verizon Wireless customers:

Use any Verizon Wireless phone

Make calls from popular travel destinations like Mexico, Canada and more than 40 countries.

Use an enhanced Verizon Wireless global phone

Use the same phone and number for wireless service in the U.S. and in more than 220 countries.

Use data while traveling.

Browse the Internet, download files, send and receive emails while in the U.S. and in over 205 countries, more than 155 with 3G speeds.

Occasional Global Traveler

Take advantage of the Global Travel Program for your trips lasting 21 days or less.

Verizon Wireless customers traveling outside of the U.S. should contact Verizon Wireless' global customer support team at 1-800-922-0204 before embarking on their trip to ensure their phones have the right features for global usage.

International Trip Planner:

<http://www.verizonwireless.com/b2c/tripplanner/tripplannercontroller>

General international travel info:

<http://news.verizonwireless.com/news/2011/04/pr2011-04-08e.html>

Global data portal:

<http://businessportals.verizonwireless.com/international/GlobalData/index.html>

Cruise Ship Travel:

[http://businessportals.verizonwireless.com/international/Cruise Ships/index.html](http://businessportals.verizonwireless.com/international/Cruise%20Ships/index.html)

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