Our cellular partners have alerted us that Vietnam has changed its regulations and across the board will no longer be offering cellular roaming data in Vietnam. This means while traveling in Vietnam, your email, browser, and data based apps will not work on your smartphone.

Please use WiFi for data services.

*Voice & text messaging when roaming in Vietnam will not be impacted.*

More detail below:

**Wireless data roaming capabilities has been withdrawn in Vietnam** - Beginning on January 16, 2015, wireless data roaming capabilities has been withdrawn in Vietnam. This means the wireless network data service will not be available to our US Based AT&T, TMobile, and Verizon company devices in Vietnam.

**FAQs**

**Q. Why is this happening?**
**A.** Effective January 1, 2015, Vietnam will implement regulation that requires a substantial increase in the wholesale rate that all Vietnamese carriers must charge. Due to this mandated increase in the wholesale rate, AT&T Mobility, Verizon, T-Mobile, and others have suspended the provision of data roaming.

**Q. Is voice service impacted?**
**A.** No, only wireless data service will be impacted. Wireless data service will be unavailable and customers needing data services when roaming in Vietnam may still use alternatives such as WiFi at hotels, cafes, business offices, or residences. Voice calling and messaging services will still be available.

**Q. When will data roaming capabilities in Vietnam be restored?**
**A.** We do not know at this time when data roaming capabilities will be restored.