



# COMMUNICATIONS ITALY & HOME

Although your experience in Italy will be a great one, you are bound to miss those you have left back home. Later in our orientation program we will give you tips on how to handle home sickness, but in the meantime we want to talk about the tools you will need to keep in touch with friends and family throughout the world!

Technology makes it easier than ever for students to keep in touch with families back home, the resident life staff (if you are in Florence) and your fellow students. Cell phones, e-mail, and many other communication tools are available! The following pages discuss some of tools and how you can go about getting them.

Remember, no matter which method of communication you use be sure that you think before you contact home. Many times when students miss home, they will contact their parents while feeling down or upset. You call home crying, then you upset your mom so she is in tears as well.

Then later you go out with friends and forget you were ever upset while your poor mom is at home worried sick that you are unhappy! Don't cause your parents stress! Think before you speak (or write...)

The following pages contain information on cell phones, internet access and other communications secrets. So read on - remember some of the information in this packet requires action before you depart, so pay attention!

Enjoy!





## INTERNATIONAL TELEPHONE CALLS

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The Marist-LdM housing facilities are not equipped with telephones. However, we realize that it is very important while living abroad that you are able to remain in touch with your family, friends, and academic coordinators. Regardless of whether you are calling from a cell phone or a land line, international calling requires additional information:

**Italian Telephone Numbers** - Italian phone numbers are similar to American ones in that they have two parts: area code and phone number. The area code can be two, three, or four digits and begins with a zero (unless it is a cell phone, then it begins with "3"). For example, Rome = 06, Florence = 055, Venice = 041, Tuscania = 0761. The phone number is six or seven digits.

**Phoning to Italy - from the US or Canada** - To call an Italian phone number from the US or Canada, dial as follows:

- first dial the US long distance code **011**
- then the country code (**39** for Italy)
- then the city code (**055 for Florence**)
- then the **number**

For example, the Marist-LdM Florence office phone number is 289200. From the United States, you dial the following: **011-39-055-289200**.

You will often see European phone numbers frequently written out in the format **+39-055-289200**. The plus indicates that you have to dial your long distance code first (in the US the code is 011, in Europe it is 00).

**To call another country from Italy** -

- first dial the Europe long distance code 00
- then the country code (1 for the US and Canada, 44 for the UK)
- then the area code and number

Some country codes of other countries are: US-1, Canada-1, United Kingdom-44, France-33, Germany-49, Spain-34, Switzerland-41...

**Time Change** - Italy is generally six hours later than the US east coast (EST). For example, at midnight in New York City, it is 6:00 AM in Florence.

*But what about Daylight Savings Time, you ask?*

Italy does observe daylight savings time but alas, the dates differ from those in the States. In 2008, daylight savings time **in the United States** ended at 2 a.m. on Sunday, November 4<sup>th</sup>. **In Italy**, DST ended on October 28<sup>th</sup>. Check online to see when daylight savings time will occur during your time in Italy.





## CELL PHONES

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One of the easiest and safest ways to stay in contact while overseas is to have a cell phone. Marist-LdM has made special arrangements with Platform 3000 / Piccell Wireless to offer Marist-LdM students a discounted cell phone plan. Platform 3000, based in the U.S. and Europe, rents discounted cell phones and SIM cards to study abroad students at low rates. Both Marist and LdM have been working with Platform 3000 for several years and have received positive feedback from students on the services provided by this company. This website will provide you with more information: [www.piccellwireless.com/Ldm-marist](http://www.piccellwireless.com/Ldm-marist)



Marist has worked with Platform 3000 to secure a special deal for Marist-LdM students. Please order online at least two weeks prior to your departure to avoid extra shipping charges. For more information, we suggest you get in contact with an LdM staff member for additional details.

Platform 3000 offers several discounted cellular plans for students to choose from. The plans vary in cost and contain various features depending on price. Each student should select the plan that best suits their phone needs.

### DO I HAVE TO USE PLATFORM?

While students are NOT obligated to rent a cell phone through Platform, Marist recommends this company based on the services provided as part of the contract.\*\*

### CAN I ORGANIZE A PREPAID CELL PHONE WHEN I ARRIVE IN ITALY?

Students may rent pay per use phones upon their arrival. This can sound like a cheaper alternative but student feedback has been that they have paid more in the long run. Pay as you go phones often have higher fees for calling out of Italy.

### CAN I UPGRADE MY VERIZION ACCOUNT TO WORK INTERNATIONALLY?

Some students have up-graded their cell phone contracts to include international service. While the service is good this option is usually expensive. When calling a fellow student in Italy, you will pay for an international call because the phone number you call from is not an Italian number. Even phones that will accept Italian SIM cards often have additional fees when linked to non-Italian accounts.

Marist LdM students from locations in Europe may be able to use their mobile phones from home and should check with their providers for rates.

\*\*All arrangements and transactions will be between the student and Piccell Wireless; LDM-Marist is not responsible for any cell phone transactions or arrangements, and will not intervene or interfere in students' arrangements. Students are not obligated to use this phone service and may organize a cell phone through their own means



## CELL PHONES CONTINUED...

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The Platform 3000 Cell phone Program includes:

- Free phone rental
- Phone shipped to you in the U.S. before you leave home
- All incoming calls are free, including from the U.S., while you are in Italy
- Low rates to call other European countries, U.S.A. and Canada
- Customer service located in the U.S. and Europe
- Rental offered for any length of time – you choose the rental period
- Ability to view your itemized bill online in U.S. dollars
- Cell phones function throughout Europe (roaming rates apply & are listed on web site)
- Voicemail in English
- SMS messaging – text messages, call waiting, caller ID
- Lost or stolen insurance offered
- Marist has the ability to communicate , via text messages, with all phones linked to our program in the event of an emergency
- Platform has an office in Florence that can assist you with any problems that you might have.



To rent a Platform 3000 cell phone at the Marist discounted rate and/or to view the available cell phone plans please use the following weblink:

[www.piccellwireless.com/Ldm-marist](http://www.piccellwireless.com/Ldm-marist)

Please order online at least two weeks prior to your departure to avoid extra shipping charges.



Note: The cell phone system in Italy is very different from the one in the United States. If you have questions, do not contact LdM or Marist. E-mail Platform directly at [info@piccellwireless.com](mailto:info@piccellwireless.com).



SKYPE

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Missing Mom and Dad? Want to hear their voices but your trying to keep your cell phone bill within budget? Try Skype.



Skype is computer software that allows you to keep in touch with people back at home and around the world. It can be downloaded for free at [www.skype.com](http://www.skype.com). You can make free computer-to-computer calls to anyone else on Skype, anywhere in the world. These calls are excellent quality, as good or better than talking on an actual phone.

You can also use Skype to make calls to landlines and mobile phones at very low rates, so in case you need to call your mom's cell phone in the U.S., you can skip the calling card and use Skype instead. Another nice feature is Skype's free video calling (if you and/or your friend have webcams). Skype can also be used to instant message. The Marist-LdM staff has a Skype account that will be utilized during the school year. If you have a quick question that doesn't require immediate assistance, try sending a Skype message!



### What do I need in order to use Skype on my computer?

You will need a computer microphone or headset that plugs into the jack on your laptop. If you wish to utilize the video chat feature, you will need a web cam, either one that hooks up to the computer or one that is built in (e.g. MacBooks have built-in webcams). Microphones, headsets, and web cams can all be found on the [skype.com](http://skype.com) web site, however, one can often purchase the same products on [amazon.com](http://amazon.com) for less money.

We suggest that you download Skype and test it prior to departure. Make sure that if you computer has built in features such as microphones that they do not give feedback to the microphones on the headset. These types of technological problems are best dealt with if fixed prior to departure.





## E-MAIL & COMMUNICATING VIA COMPUTER

### Internet

You will have wireless internet access in your school-owned apartment in Florence. Of course, Florence is a city that is hundreds of years old and modern technology can be unreliable at times. It is normal for internet access to occasionally shut down or go slow. There is also internet access at the school on via Faenza, as well as in our office on via del Giglio. There are also wireless hotspots and inexpensive Internet cafés (geared toward students) scattered throughout Florence.

**Marist E-Mail Address**-Finally, just keep checking your Marist e-mail! Give that address out to family and friends. To set up e-mail forwarding (if you want the e-mails that get sent to your Foxmail address forwarded to another address that you check more frequently) go to <http://foxmail.marist.edu> and click on "E-mail forwarding" on the left-hand side.

### Computer Accessories

**Printers** - We do not suggest bringing a printer with you to Italy. In addition to taking up room in your luggage, you have to deal with power conversion and other worries. Students have access to printers in the Marist office, student center and in other locations at school.

**Zip drives** - While we do not recommend you bring a printer, it will be a great convenience to you to have a USB flash drive on which to store your documents. Also known as a jump drive, this little device plugs into your computer's USB port so that you can insert it into any other computer that is hooked up to a printer. The computers in the office and in the school are all hooked up to printers.

### Antivirus Software

McAfee Antivirus software is provided free-of-charge to all Marist students. What you should and can easily acquire is the McAfee VirusScan 8.5i Enterprise program, accessible at:

<http://www.marist.edu/it/clientservices/resnet/mcafee/>

This is the required anti-virus program that Marist uses on the Poughkeepsie campus. You will need to use it in Florence as well. To acquire this software for free, you must download McAfee from the above link, NOT from the McAfee site itself.



**Facebook**- Marist-LdM has a facebook account that is used to post events and other useful information for students. If you want to 'friend' us check out [www.facebook.com/maristldm](http://www.facebook.com/maristldm). We also have facebook groups based on your program so whether you're participating in the FFE, MLE, or the Bachelor's Degree program, there's something for you!



## POST

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Snail mail and packages can be sent to students via the school. Basic mail takes between 1-2 weeks to arrive in Italy.

Sending packages can be a bit more complicated. If your parents send you something, it must clear customs. This process can be time consuming and often requires a fee, which can be quite expensive. Packages containing food, cosmetics, medicines, and vitamins are more likely to be caught up in customs. Remember that unless it's absolutely necessary, don't have items sent to you that can be easily purchased in Italy.



Be sure to tell your family & friends not to send anything that could be perceived as suspicious. This includes pills of any kind, electronics, anything with a lock on it, etc. Do not ship money, traveler's checks, or anything valuable!

Please note that over-nighting packages is not an option for international delivery. Even companies such as UPS, DHL and FED EX have disclaimers about shipping internationally and possible arrival delays due to Customs.

Finally, it can be costly to ship internationally, costs are usually calculated by weight.

To mail or ship to Marist-LdM students in Florence, please use the following address:

Student Name  
c/o Lorenzo de' Medici  
Via del Melarancio, 6r  
Firenze, 50123  
ITALIA

Students studying at other locations in Italy (Rome, Venice, or Tuscania) should contact a member of the staff for the address they should use to receive mail.