

Two years ago I was on a cruise ship off the coast of Sitka, Alaska and needed to phone Sitka. Since my cell plan allows free roaming in 11 western states, I had no overcharge concerns.

Turns out I had no way of knowing my phone connected to a cell tower in Canada. So my "free call" turned out to cost \$35 (\$5/minute for 5 minutes). Initially Verizon refused to adjust my bill - even though I had no way of knowing what tower I was connected to. And I had NOT even authorized Verizon to enable "international roaming".