

**CALLS, DATA & ROAMING CHARGES**

**\*RLAH – WHAT IS THIS?**

Stands for Rome Like At Home

It means that when you're in Zone 1 (EU/EEA), you can use your inclusive allowances at no extra charge, and if you do happen to go outside your allowances, you pay the same as you would in the UK

**\*\*ZONE 7 (RESTRICTED) – WHAT DOES THIS MEAN?**

Zone 7 is a restricted zone – this means we cannot guarantee you will receive any service whilst in these countries

**CHARGES FAQS**

What's the difference between International and Roaming?

International = when you're in the UK, calling/ texting someone who is not in the UK

Roaming = when you use your phone (calls, SMS or data) when you are not in the UK

Do I need to do anything to use my services whilst abroad?

It is always advisable to call in to customer services prior to travelling, just to ensure there are no bars on your account

What about receiving calls in the UK?

All incoming calls whilst you are in the UK are free

When will I be billed?

Typically, you'd be billed on your next invoice, however, it can take up to 3 months to be billed for any international or roaming charges

I'm getting no service whilst abroad, what should I do?!

Usually your handset will select a network automatically; however, this isn't always the case. If you are getting no service, try manually selecting a network in your device settings

If the above doesn't work, you will need to contact customer services

**ROAMING ZONES:**

**ZONE 1:** Austria, Azores, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Canary Islands, Denmark, Estonia, Finland, France, French Guyana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, San Marino, Saint Martin (French), Saint Barthelemy, Slovakia, Slovenia, Spain, Sweden, Switzerland and Vatican City (Italy)

**ZONE 2:** Aland Islands, Ceuta and Melilla, USA

**ZONE 3:** Australia, Canada, China, Israel

**ZONE 4:** Anguilla, Antigua and Barbuda, Barbados, Brazil, Cayman Islands, Colombia, Côte D'Ivoire, Cyprus (Turkish), Egypt, Grenada, India, Madagascar, Malaysia, Moldova, Philippines, Saint Lucia, Saint Vincent and the Grenadines, Senegal, Singapore, Thailand, Turkey, Turks and Caicos Islands

**ZONE 5:** Albania, Andorra, Botswana, Congo (DR), Greenland, Indonesia, Korea (South), Mexico, Pakistan, South Africa, Sri Lanka, Uganda, Zambia

**ZONE 6:** Abkhazia, Afghanistan, American Samoa, Antarctica, Argentina, Armenia, Aruba, Ascension Island, Bahamas, Bahrain, Bangladesh, Belarus, Belize, Benin, Bermuda, Bhutan, Bolivia, Bosnia and Herzegovina, British Indian Ocean Territory, Brunei Darussalam, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Caribbean Netherlands, Central African Republic, Chad, Christmas Island, Cocos Keeling Island, Comoros, Congo-Brazzaville, Cook Islands, Costa Rica, Cuba, Curacao, Diego Garcia, Djibouti, Dominica, Dominican Republic, Ecuador, El Salvador, Equatorial Guinea, Eritrea, Ethiopia, Falkland Islands, Faroe Islands, Fiji, French Polynesia, French Southern and Antarctic Lands, Gabon, Gambia, Georgia, Ghana, Guam, Guatemala, Guinea, Guinea-Bissau, Guyana, Haiti, Honduras, Hong Kong, Iran, Iraq, Japan, Jordan, Kazakhstan, Kenya, Kiribati, Korea (North), Kosovo, Kuwait, Kyrgyzstan, Laos, Lesotho, Libya, Macau, Macedonia, Malawi, Maldives, Mali, Marshall Islands, Mauritania, Mauritius, Micronesia, Mongolia, Montenegro, Montserrat, Morocco, Mozambique, Myanmar, Nagorno-Karabakh, Namibia, Nauru, Nepal, New Caledonia, New Zealand, Nicaragua, Niger, Nigeria, Niue, Norfolk Island, Northern Mariana Islands, Palau, Palestine, Panama, Papua New Guinea, Paraguay, Pitcairn Islands, Puerto Rico, Qatar, Russia, Rwanda, Saint Helena, Saint Kitts and Nevis, Saint Pierre and Miquelon, Samoa, São Tomé and Príncipe, Saudi Arabia, Serbia, Seychelles, Sint Maarten (Dutch), Solomon Islands, Somalia, Somaliland, South Ossetia, South Sudan, Sudan, Suriname, Svalbard and Jan Mayen, Swaziland, Syria, Tanzania, Taiwan, Tajikistan, Timor-Leste, Togo, Tokelau, Tonga, Transnistria, Trinidad and Tobago, Tristan da Cunha, Tunisia, Turkmenistan, Tuvalu, United States Minor Outlying Islands, Uruguay, Vanuatu, Venezuela, Vietnam, Virgin Islands (British), Virgin Islands (U.S.), Western Sahara, Yemen, Zimbabwe

**UK OUT OF BUNDLE CHARGES (WHEN YOU ARE IN THE UK)**

CHARGE TYPE	COST
UK Mobiles & Landlines	11p per minute
Voicemail	20p per minute
Text Messaging	10p per SMS
Multi-Media Messaging	20p per MMS
Mobile Data	£0.12 per MB
0500 and 0800	Free
Access Charge (084, 087, 09, 118)	21p per minute (+ service charge)
101	Free
Free	Free

**INTERNATIONAL CHARGES (FROM THE UK TO SOMEONE ABROAD)**

WHERE YOU'RE CONTACTING (LANDLINE AND MOBILE)	CALLING PER MINUTE	TEXTING PER MESSAGE
Guernsey, Ireland, Isle of Man, Jersey	11p	10p
Anywhere else	£1.50	50p

**CONTINUES**

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**ROAMING CHARGES (CALLING/ MESSAGING/ DATA USE WHILST YOU'RE ABROAD)  
CALLING HOME OR CUSTOMER CARE, RECEIVING CALLS, SENDING TEXTS AND USING DATA**

ZONE YOU ARE IN	OUTGOING UK/VM PER MINUTE	INCOMING PER MINUTE	SMS PER MESSAGE	DATA USE PER MB
1	RLAH*	RLAH*	RLAH*	RLAH*
2 - 3	£1.00	£1.00		£1.00
4 - 5	£1.80		50P	£4.00
6	£2.50	£1.80		£10
7 (restricted)**	£5.00		£1.00	£15.00

**CALLING OTHER COUNTRIES –**

WHEN YOU ARE IN ZONE 1		ZONE 2		ZONE 3		ZONE 4	
Zone you are contacting	Cost per minute						
1	RLAH*	1-2	£1.20	1-3	£1.20	1-2	£2.20
2	£1.20	3-6	£2.60	4-6	£2.60	3-6	£2.60
3-6	£2.60						
7 (restricted)**	£5.50	7 (restricted)**	£5.50	7 (restricted)**	£5.50	7 (restricted)**	£5.50

ZONE 5		ZONE 6		ZONE 7	
Zone you are contacting	Cost per minute				
1-2	£2.00	1-6	£1.20		
3-6	£2.60				
7 (restricted)**	£5.50	7 £5.50 (restricted)**		7 £5.50 (restricted)**	

**ENDS**