



## Changes to Pay monthly roaming charges

As a result of the UK government introducing VAT on non-EU roaming charges, from 10 December 2017 there will be an increase in the charges you will pay if you use your phone or other mobile devices while travelling outside our Roam-free destinations.

There are no changes within our 50 Roam-free destinations, where you can continue to use your monthly allowances of data, minutes and texts at no extra charge.

For clarity, we've included both our current and new pricing in this document.

## Current charges for using your phone while roaming

**Please note:** charges for making a call are for calls to the UK, or within the country you're visiting.

Zone	Make a call (a minute) *	Send a text (a message)	Data (for each MB)	Receiving a call (a minute) *	Send a picture or video message (a message)	
Roam-free	Usage taken from your UK allowance, or as UK out-of-plan charges if you exceed your UK allowance			free	55p	
Roam-further	£5 a day, and then usage taken from your UK allowance, or as UK out-of-plan charges if you exceed your UK allowance			free		
Rest of World Zone 1	50p	7p	10p	30p		
Rest of World Zone 2	£1	25p	50p	60p		
Rest of World Zone 3	£2	50p	£1.50	£1.30		
Rest of World Zone 4			£6	£1.50		
Airlines and Maritime						

\* Calls are charged by the minute, with a one-minute minimum call charge



## Charges for using your phone while roaming from 10 December 2017

**Please note:** charges for making a call are for calls to the UK, or within the country you're visiting.

Zone	Make a call * (a minute)		Send a text (a message)		Data (for each MB)		Receiving a call * (a minute)		Send a Picture or video message (a message)	
	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT
Roam-free	Usage taken from your UK allowance, or as UK out-of-bundle charges if you exceed your UK allowance						free		46p	55p
Roam-further	Exc. VAT £5 a day, and then usage taken from your UK allowance, or as UK out-of-plan charges if you exceed your UK allowance						free		55p	66p
	Inc. VAT £6 a day and then usage taken from your UK allowance, or as UK out-of-plan charges if you exceed your UK allowance									
Rest of World Zone 1	50p	60p	7p	8p	10p	12p	30p	36p		
Rest of World Zone 2	£1	£1.20	25p	30p	50p	60p	60p	72p		
Rest of World Zone 3	£2	£2.40	50p	60p	£1.50	£1.80	£1.30	£1.56		
Rest of World Zone 4					£6	£7.20	£1.50	£1.80		
Airlines and Maritime										

\* Calls are charged by the minute, with a one-minute minimum call charge



## Current charges for calling a destination outside the country you are visiting, excluding the UK

		Roaming zone of country you're calling					
		Roam-free	Roam-further	Rest of World Zone 1	Rest of World Zone 2	Rest of World Zone 3	Rest of World Zone 4
Roaming zone of country you're calling from	Roam-free	Usage taken from your UK allowance, or as UK out-of-plan charges if you exceed your UK allowance	Standard <a href="#">international rates</a> as if calling from the UK				
	Roam-further	£5 Roam-further daily charge (only if this is your first usage in the day), plus standard <a href="#">international rates</a> as if calling from the UK					
	Rest of World Zone 1	£1.25	50p	50p	£1.67	£1.67	£1.67
	Rest of World Zone 2	£1.25	£1.67	£1.67	£1	£1.67	£1.67
	Rest of World Zone 3	£2	£2	£2	£2	£2	£2
	Rest of World Zone 4	£2	£2	£2	£2	£2	£2



## Charges for calling a destination outside the country you are visiting, excluding the UK, from 10 December 2017

		Roaming zone of country you are calling											
		Roam-free		Roam-further		Rest of World Zone 1		Rest of World Zone 2		Rest of World Zone 3		Rest of World Zone 4	
		Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT
Roaming zone of country you are calling from	Roam-free	Usage taken from your UK allowance, or as UK out-of-plan charges if you exceed your UK allowance		Standard <a href="#">international rates</a> as if calling from the UK. These rates have not been impacted by the VAT change.									
	Roam-further	Exc. VAT £5 Roam-further daily charge (only if this is your first usage in the day), plus standard <a href="#">international rates</a> as if calling from the UK											
		Inc. VAT £6 Roam-further daily charge (only if this is your first usage in the day), plus standard <a href="#">international rates</a> as if calling from the UK											
	Rest of World Zone 1	£1.25	£1.50	50p	60p	50p	60p	£1.67	£2	£1.67	£2	£1.67	£2
	Rest of World Zone 2	£1.25	£1.50	£1.67	£2	£1.67	£2	£1	£1.20	£1.67	£2	£1.67	£2
	Rest of World Zone 3	£2	£2.40	£2	£2.40	£2	£2.40	£2	£2.40	£2	£2.40	£2	£2.40
	Rest of World Zone 4	£2	£2.40	£2	£2.40	£2	£2.40	£2	£2.40	£2	£2.40	£2	£2.40