



A travel-sized guide to using your Vodafone mobile abroad
Pay monthly

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ABR/M04

Before you leave home

- If you haven't taken your mobile abroad before, make sure your phone isn't barred from use abroad. To check, or to get a calling bar lifted, simply call us on **191**
- To access your voicemail while you're away, you'll need to set up a security code before you go. Just call **121**, wait to be connected, then select **4**, then **2**
- To see how much it'll cost to make and receive calls and texts in the country you're going to, text **FROM**, followed by the name of the country to **4636** (eg. **FROM SPAIN**) and we'll send you a text back.

If you text from the UK, it won't cost you a penny either.

Alternatively, you can call **4636** and follow the prompts or visit vodafone.co.uk/goingabroad

Call home for less with Vodafone Passport

With **Vodafone Passport**, calling home or ringing other mobiles and landlines in the country you're in is as cheap as chips. When you make a call, you'll just pay a 75p connection charge and you can talk for as long as you like for the same price as you would at home. You can even use your inclusive minutes from your monthly bundle. There's a flat 75p rate to receive calls of up to an hour too. Then after that, you'll simply be charged 20p per minute.

Texts back to the UK are great value at a flat of 11p per text. So it's easy to keep track of what you've spent.

Vodafone Passport is available in many countries across Europe, as well as Australia and New Zealand. We can't guarantee access to, or coverage within, any foreign country, so call **5555** or visit vodafone.co.uk/goingabroad to find out more. Terms apply.

Keep track of your spending with Vodafone World

If you don't have **Vodafone Passport**, or you're not in one of the countries it covers, **Vodafone World** rates apply.

To make things easier, we've divided the world into four clear zones. There are flat rates for making and receiving calls and for sending text messages in each zone. So it's easy to see what calls and texts cost.

Vodafone World is already part of your Pay monthly price plan, so unless you've opted into **Vodafone Passport**, the rates in the table opposite apply automatically.

When you arrive

Once you've arrived at your destination, you'll receive a welcome text message to tell you how much it'll cost to call home, as well as some other useful information. This may vary depending on your phone model.

Your mobile should also automatically start searching for a network and display one of the local networks available. If that doesn't happen, you can search for a network manually using the instructions below. For full details, check your mobile phone user guide:

- Go to the **SETTINGS** menu on your phone
- Choose **PHONE SETTINGS**
- Pick a network.

Vodafone Passport destinations			
Albania	Faroës	Madeira	Switzerland
Andorra	Finland	Malta	The Netherlands
Australia	France	Monaco	Vatican City
Austria	Germany	New Zealand	
Belgium	Gibraltar	Norway	
Bosnia	Greece	Poland	
Bulgaria	Hungary	Portugal	
Canary Islands	Iceland	Republic of Ireland	
Channel Islands	Isle of Man	Romania	
Croatia	Italy	San Marino	
Cyprus	Latvia	Slovakia	
Czech Republic	Liechtenstein	Slovenia	
Denmark	Lithuania	Spain	
Estonia	Luxembourg	Sweden	

Vodafone World rates				
	Making calls	Receiving calls	Sending texts	Sending picture messages
		Pay monthly	Pay monthly	
Europe	36.6p per minute	11.5p per minute	11p per text	37p per picture message
Asia Pacific	80p per minute	75p per minute	35p per text, plus your UK text message rate	
USA & Canada	£1.35 per minute	£1.00 per minute		
Rest of the World	£1.65 per minute	£1.30 per minute		

Going online when you're away

Using the internet on your mobile when you're abroad is cheaper than you might think. The charges are simple too.

To make things easy, we've divided the world into two zones: **Europe** and the **Rest of the World**, with a different charge for each (the countries in each zone may change from time to time. You can check before you travel at vodafone.co.uk/goingabroad).

If you're on a **Vodafone YourPlan** price plan which includes 1200 or more minutes, you'll receive **Vodafone Data Traveller** in Europe. That's a free daily allowance of 25MB per day across our European zone countries. If you're on another **Vodafone YourPlan** price plan, you can get **Vodafone Data Traveller** for just £2 per day (on the days you use data) or for £10 per month.

Travelling a little further afield? Get **Vodafone Data Traveller** in the Rest of the World for just £5 per day (on the days you use data). For £5 you'll receive 25MB to use across any of the countries listed in our Rest of the World zone. Just so you know, we count a day as midnight to midnight UK GMT/BST time. So call **40062** to get **Vodafone Data Traveller** or, to find out more, visit vodafone.co.uk/goingabroad

You're automatically opted in to a regulatory spending cap of €50 (roughly £38) when data roaming in Europe and £100 when data roaming in the Rest of the World. If you don't want the spending cap, just call **191** or text **STOP** to **40209**.



Useful numbers

Unless they're free (like a call to **4636** within the EU), your calls abroad will be charged at the applicable roaming rates.

To check your roaming rates by country, go to vodafone.co.uk/goingabroad

Using the internet on your mobile abroad		
	Europe Zone	Rest of the World Zone
Vodafone Data Traveller	£2 per day or £10 monthly*	£5 per day** or £3 per MB
Out of bundle (first 5MB)	£1 per MB	£3 per MB
Out of bundle (every 5MB thereafter)	£5	£15

* If not already included in your price plan

** You need to opt in for free to benefit from **Vodafone Data Traveller** in the Rest of the World zone

Calling and texting the UK	Replace the 0 with 0044 eg. 07774 477 000 would be 0044 7774 477 000
Customer services	Call 191 from your mobile or 0044 7836 191 191
To dial within the country you're visiting	Dial 00 , followed by the code for the country you're in
To dial another country	Dial 00 , followed by the country code you're calling
Listening to voicemail	121
Sign up to Vodafone Passport	Call free on 5555
To hear roaming price information	Call free on 4636 or 0044 1635 691 700

A great way to stay in touch

In addition to **Vodafone Data Traveller** our Pay monthly customers will receive an inclusive allowance of 10 texts per day if you're on a **price plan** with at least 1200 inclusive minutes. If you're on a **price plan** with fewer than 1200 inclusive minutes you can buy a £10 monthly add-on of 10 roaming texts per day. To find out more, visit vodafone.co.uk/goingabroad

Sorry but you can't take everything with you

Unfortunately, some of our products such as **Vodafone Family** do not apply when you use your phone outside the UK. To find out more, visit vodafone.co.uk/goingabroad

Travelling abroad on business?

Working abroad this summer, but still need to use your mobile? We can help you keep in touch, without breaking the bank.

If you're on a Business Essentials £35 (ex VAT) or more monthly price plan, did you know it includes 25MB of roaming data per day (midnight to midnight UK time)? You can use this data anywhere in our Europe zone and it's in addition to your standard UK data allowance. If your price plan costs less than £35 (ex VAT) per month you can still get 25MB of roaming data by paying just £1.66 (ex VAT) per day.

Travelling outside of our Europe zone countries? No problem, you can still get the 25MB of roaming data by just paying £5 (ex VAT) per day. For a list of countries in our Europe and Rest of the World zones, visit vodafone.co.uk/businessdataroaming

£35 (ex VAT) per month or more Business Essentials price plans also include 10 roaming texts per day (midnight to midnight UK time) to use anywhere in our Europe zone. This allowance is in addition to your standard allocation of UK texts. If your price plan costs less than £35 (ex VAT) per month you can still get 10 roaming texts per day by paying £8.34 (ex VAT) per month.