

All you need to know before travelling abroad on Pay monthly



Roam freely at no extra cost on our latest Red Bundles

You can now roam abroad at no extra cost on all our 12 and 24 month Red Bundles.

- You now have unlimited calls, texts and MMS and up to 4GB of data per month to enjoy abroad within our inclusive roaming zone.
- Enjoy unrestricted 4G data allowing you to tether to other devices without slowing your connection.
- Available in 40 destinations within our Europe Zone, more than any other UK network.

If you buy a new Standard Bundle, you can migrate to another Bundle with inclusive roaming at any time.

Included destinations

Vodafone inclusive roaming zones

Europe Zone 1

Austria
Belgium
Bulgaria
Croatia
Cyprus
Czech Republic
Denmark
Estonia
Finland
France (inc. Corsica)
French Territories
Germany
Gibraltar
Greece
Hungary
Iceland
Ireland
Italy (inc. Vatican City)
Latvia
Liechtenstein
Lithuania
Luxembourg
Malta
Monaco
Netherlands
Norway
Poland
Portugal (inc. Madeira)
Romania
Slovakia
Slovenia
Spain (inc. Balearic Islands)
Sweden

Europe Zone 2

Albania
Bosnia and Herzegovina
Faroe Islands
Guernsey
Isle of Man
Jersey
San Marino
Switzerland
Turkey (inc Northern Cyprus)

Vodafone World Traveller Zone

Anguilla
Antigua and Barbuda
Argentina
Aruba
Australia
Barbados
Bermuda
Bonaire
Brazil
Canada
Chile
China
Colombia
Congo, The Democratic Republic
Costa Rica
Curacao
Dominica
Ecuador
Egypt
El Salvador
Ghana
Grenada
Guatemala
Guyana
Haiti
Hong Kong
India
Indonesia
Israel
Jamaica
Japan
Kenya
Lesotho
Mexico
Mozambique
New Zealand
Panama
Peru
Puerto Rico
Qatar
Russia
Serbia
Singapore
South Africa
St Kitts and Nevis
St Lucia
St Vincent and the Grenadines
Suriname
Thailand
The British Virgin Islands
The Cayman Islands
The Dominican Republic
The US Virgin Islands
USA
Trinidad and Tobago
Turks and Caicos Islands
Uruguay

What if I'm an existing customer and my tariff doesn't have inclusive roaming?

You have two options.

1. You can migrate from your existing bundle to a Red Bundle with inclusive roaming at any time.
2. You can opt in to Vodafone EuroTraveller. For only £3 a day you can use your UK minutes, texts and data abroad and you will only be charged on the days you use your phone*.

Ask your adviser for more information.

Vodafone WorldTraveller

If you buy a new 12 or 24 month Red Bundle, Vodafone WorldTraveller will automatically be added so you can travel beyond our inclusive roaming zone. For £5 a day you can use your UK Bundle in 60 countries worldwide, and will only be charged on the days you use your phone.

If you have a Standard Bundle, you can choose Vodafone WorldTraveller at a later date.

How can I control how much I spend?

You're automatically opted in to a monthly data spending limit of £39.33. We'll send you free text messages to let you know how much of your monthly allowance you've used. Once you've reached this spending limit, you won't be able to use data abroad for the rest of the monthly billing period, unless you choose to opt out. If you don't want this spending limit, text **UNCAP** to **40209** or call **191** for free either at home or abroad.

The spending limit doesn't apply if you have inclusive roaming and are in our Europe Zone, or if you have Vodafone WorldTraveller or Vodafone WorldTraveller.

*A day is 00:00 to 23:59 local time of the capital city. You will only be charged additional standard out of bundle charges if you go over your UK allowance.

Inclusive roaming: Available to new Pay monthly 12 & 24 month Red & Red Value Bundle customers. Includes a monthly roaming allowance of calls to standard mobiles & landlines, texts, MMS & data within our inclusive roaming zone. For destinations, charges if you exceed your allowance & terms, see vodafone.co.uk/travellingabroad. **40 destinations is a lot more than Three:** When compared versus Three as of 11.05.2016. For verification see www.vodafone.co.uk/travellingabroad

Vodafone EuroTraveller: For use in our Europe Zone. Terms apply, see vodafone.co.uk/eurotraveller. Pay monthly and certain business price plans only. A day is 00:00-23:59 local time of capital city. **World Traveller:** For use in our WorldTraveller Zone. Terms apply, see vodafone.co.uk/worldtraveller. Pay monthly and certain business price plans only. A day is 00:00-23:59 local time of capital city.

Using your phone with Vodafone World

If your tariff doesn't include inclusive roaming, you're not opted in to Vodafone WorldTraveller or Vodafone EuroTraveller, or you're outside the covered zones, Vodafone World rates automatically apply.

Vodafone World rates (mobile phones only)						
		Making calls	Receiving calls	Sending texts	Sending picture messages	Using mobile data
Europe Zone	Europe Zone 1	4.6p a minute	0.9p a minute	1.8p a text	4.6p a picture message	4.6p a MB
	Europe Zone 2	24.5p a minute	7.1p a minute	8.1p a text	45p a picture message	45.9p a MB
Rest of World Zone	Rest of World Zone 1	£1.65 a minute	£1.30 a minute	35p a text plus your UK text message rate	45p a picture message	£3 a MB up to 5MB, then £15 for every 5MB
	USA & Canada	£1.35 a minute	£1 a minute			
	Asia Pacific	80p a minute	75p a minute			
	Rest of World Zone 2	£2 a minute	£1.50 a minute	50p a text plus your UK text message rate	45p a picture message	£6 a MB up to 5MB then £30 for every 5MB

Please note: These rates only apply for calls you make within the zone you're in, or back to the UK. Check www.vodafone.co.uk/travelling to see the costs for cross-zone calling (such as calling France from the USA) from 16 October 2016.

Useful numbers

Calling and texting the UK

Replace the 0 with +44 e.g. 07774 477000 would be +4477744 77000

Customer services / In case your phone is lost or stolen

Call 191 from your mobile or +44 7836 191 191

To dial another country or within the country you're visiting

Dial +44, followed by the country code you're calling

Listening to voicemail

121 or +44 7836 121 121

Opt in to Vodafone EuroTraveller

Text Euro to 2345 or call 5555 (+447836 115555)

Opt out of Vodafone EuroTraveller

Call 5555 (+447836 115555)

Pay as you go balance enquiry

#1345

Pay as you go TopUp line

2345 or +447836 192 350

Opt in to the roaming data spend cap

To opt in text CAP to 40209

Opt out of the roaming data spend cap

To opt out text UNCAP to 40209

Opt in to data usage notifications

To opt in text START to 40506

Opt out of data usage notifications

To opt out text STOP to 40506

Before you leave home

- If you haven't taken your mobile abroad before, just quickly check it's not barred from use abroad by visiting 'My Vodafone' at vodafone.co.uk/myvodafone or calling 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 send texts in the country you're going to, visit vodafone.co.uk/travelling or call 4636 and follow the prompts.

When you arrive

- You'll get a text from us telling you if you're covered through inclusive roaming, or if you're opted in to Vodafone WorldTraveller or EuroTraveller, and how much it'll cost to use your phone if not.
- You should automatically connect to a network; if not, you can manually search for one by: **1. Going to the SETTINGS menu, 2. Choosing carrier/mobile network settings, 3. Manually selecting a network.**
- In countries where 4G is available, all you need is a 4G device on a 4G bundle to benefit from 4G roaming. If your device is 4G but you don't have a 4G bundle you'll need to turn 4G off while you're there. For more information see vodafone.co.uk/4G-abroad

Travelling abroad on business

We've removed the uncertainty, allowing you to concentrate on running your business instead. You can now roam abroad with all our Red Bundles.

- You now have unlimited calls (to standard landlines and mobiles), texts and MMS and up to 4GB of data per month
- Enjoy unrestricted 4G data allowing you to tether to other devices without slowing your connection
- Available in 40 destinations within our Europe Zone, more than any other UK network

Alternatively, if you're an existing customer and your tariff doesn't have inclusive roaming you can either migrate your existing plan to another tariff that does, or opt in to Vodafone EuroTraveller for only £3 a day on the day that you use your phone.

We know how important your phone is when you're in the UK, why should that change when you're abroad? For more information visit vodafone.co.uk/workingabroad

Ask an adviser for details and terms

