



A guide to using your Vodafone mobile abroad

Pay as you go



Before you leave home

- Some phones are automatically barred from working abroad. We do this for your security – to stop anyone who isn't authorised to use your phone from using it overseas, where rates are higher. If you'll be using your phone abroad and want to make sure it will work, simply call us on **191**
- Listening to voicemail while you're away is easy – but you'll need to set up a security code before you go. Just call **121**, then select **4**, then **2**. Accessing voicemail while abroad is charged at your standard rate for calling the UK.
- To find out what it will cost to make and receive calls and texts from the country you're visiting, call **4636** (for free, even when abroad) from your Vodafone phone or visit vodafone.co.uk/goingabroad

Call home for less with Vodafone Passport

Vodafone Passport is a great way to save when you call the UK from abroad. It's available in more than 35 countries, including Australia and New Zealand.

When you make a call, you'll just pay a 75p connection charge plus your standard home rate or you can use your inclusive **Vodafone Freedom Freebee** minutes. There's a flat 75p rate to receive calls, then no further charge for up to 60 minutes. Then 20p a minute after that.

Texts back to the UK are great value at a flat rate of 8p per text. So it's easy to keep track of what you've spent.

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.

Vodafone Passport destinations

Albania	Faroes	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	

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 as you go price plan, so, unless you've opted into **Vodafone Passport** and in one of the countries it covers, the rates in the table below apply automatically.

Vodafone World rates (mobile phones only)

	Making calls	Receiving calls	Sending texts	Using the internet
Europe	24p per minute	7p per minute	8p per text	£2 a day for 25MB, then 45p per MB
Asia Pacific	80p per minute	75p per minute	49p per text	£5 a day for 25MB, then £3 per MB
USA & Canada	£1.35 per minute	£1 per minute		
Rest of the World	£1.65 per minute	£1.30 per minute		

When you arrive

In most countries, you'll get a welcome text from us as soon as you arrive and switch on your phone.

It'll tell you how much it costs to use your phone abroad, as well as other useful information. This may vary depending on your phone model.

Your phone should automatically connect to one of the local networks. If this doesn't happen, you can manually search for a network:

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

All rates displayed are for mobile phones only and do not cover other mobile devices i.e. tablets or dongles.

Topping up abroad

Top up using a credit/debit card

You may like to register your credit/debit card details with us to make it easier to top up while you are abroad.

Then, all you have to do to top up while you're away is call **2345** free from your Vodafone phone and select **option 1** to top up, followed by **option 1** again to top up using a credit or debit card – and then follow the instructions.

Using the internet 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).

As a Pay as you go customer you'll automatically benefit from **Vodafone Data Traveller**. In our Europe Zone you pay just £2 a day for 25MB and 45p a MB after – for each day you use it.

If you only use a small amount of internet, you pay 45p a MB up to 4.4MB.

Travelling a little further afield? With **Vodafone Data Traveller** in our Rest of World Zone, you pay £5 a day for 25MB and £3 a MB after – for each day you use it.

For full terms please visit vodafone.co.uk/datatraveller

How can I control how much I spend?

For added protection, you're automatically opted in to a regulatory **£42.50 worldwide** monthly internet usage spending limit. 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 limit, you won't be able to use internet abroad for the rest of the monthly billing period, unless you choose to opt out. If you don't want the spending limit, just call **191** or text **STOP** to **40209**.

Useful numbers

Unless they're free (like a Pay as you go balance enquiry), your calls abroad will be charged at the applicable roaming rates.

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

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
Pay as you go balance enquiry	Call free on *#1345#
Pay as you go TopUp line	Call 2345 free from your mobile or 0044 7836 192 350
To hear roaming price information	Call free 4636 or 0044 1635 691 700

Sorry but you can't take everything with you

Unfortunately not all our Pay as you go offers are available abroad. For full terms and conditions relating to **Vodafone Freebees** and other offers, visit vodafone.co.uk/payg

