

Fair Usage Policy

European Daily Roaming Services

European Travel Select (ETS)

ETS covers the same destinations as Roam Like At Home but is chargeable at £2.00 ex. VAT per day when triggered by usage in the EU in one of the listed destinations. It allows the customer to use their UK allowance in Europe Zones 1 and 2; however, The Republic of Ireland and Isle of Man are excluded from ETS and remain inclusive destinations within our tariffs. ETS is also aligned with World Travel Select (WTS).

European Travel Select Inclusive Destinations:

Europe Zone 1: Austria, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus (excluding Turkish sector), Czech Republic, Denmark, Estonia, Finland, France, French territories (French Guiana/Guadeloupe/ Martinique/Mayotte/Reunion and Saint Martin), 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: Guernsey, Jersey, Isle of Man, Faroe Islands, San Marino, Switzerland.

European Daily Roaming Services

TravelFree

TravelFree is our enhanced version of Roam Like At Home (RLAH- to discover more detail please click here). It is relevant to all member countries of Europe Zones 1 and 2, plus a selected number of additional destinations outside of Europe, such as Australia, South Africa, and USA. When roaming within an inclusive destination, this service enables access to your domestic bundles and rates as if you were at home. TravelFree is available on selected O2 and Vodafone tariffs.

TravelFree Inclusive Destinations:

Europe Zone 1: Austria, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus (excluding Turkish sector), Czech Republic, Denmark, Estonia, Finland, France, French territories (French Guiana/Guadeloupe/Martinique/Mayotte/Reunion and Saint Martin), 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: Guernsey, Jersey, Isle of Man, Faroe Islands, San Marino, Switzerland

Worldwide: Albania, Anguilla, Antigua, Aruba, Australia, Barbados, Bermuda, Bosnia & Herzegovina, Canada, Cayman Islands, Dominica, Ghana, Grenada, Jamaica, Kenya, Lesotho,

Mexico, Montserrat, Mozambique, Netherland Antilles, New Zealand, South Africa, St Kitts and Nevis, St Vincent, St Lucia, Trinidad & Tobago, Turkey, Turks and Caicos, US Virgin Islands, USA.

The European Roaming Services cover the following:

- Access to domestic data bundles (fair usage policy applies, see our Wholesale Mobile Pricing Guide for more detail)
- Access to domestic calls & text bundles including usage back to the UK (to any UK mobile or a standard fixed-line number, e.g., 01, 02, 03) and other destinations “In Zone” (mobile/ standard fixed-line numbers only)
- Received calls & texts
- Calls to emergency services (i.e., 999 or 112)
- Calls to UK freephone numbers
- Calls to voicemail
- Domestic out-of-bundle rates*

*Roaming calls that fall outside of inclusive allowances, or that are directed out of zone, are rated based on UK international call rates. Qualifying international or roaming bundles, where available and applied, will be utilised in advance of out of bundle rating.

Our European Roaming Services do NOT cover the following:

- Calls to non-geographical and premium numbers
- Calls and texts to worldwide destinations (ROW

Zones 1-4)

- Calls and texts to another EU zone from an EU zone (i.e., from Zone 1 to Zone 2)

Worldwide Daily Roaming Services:

World Travel Select (WTS)

WTS allows users full access to their UK bundles, allowances and rates whilst roaming worldwide for just £5.00 (ex. VAT) per day.

World Travel Select Inclusive Destinations:

Afghanistan, Albania, Andorra, Anguilla, Antigua and Barbuda, Argentina, Armenia, Aruba, Australia, Bahrain, Barbados, Bangladesh, Bermuda, Bosnia and Herzegovina, Bonaire, Brazil, British Virgin Islands, Cambodia, Canada, Cayman Islands, Chile, China, Columbia, Costa Rica, Curacao, Democratic Republic of Congo, Dominica, Dominican Republic, Ecuador, Egypt, El Salvador, Fiji, Georgia, Ghana, Grenada, Guam, Guatemala, Guyana, Haiti, Honduras, Hong Kong, India, Indonesia, Israel, Japan, Jamaica, Jordan, Kazakhstan, Kenya, Kuwait, Laos, Lesotho, Macau, Macedonia, Malaysia, Mexico, Moldova, Mongolia, Montenegro, Montserrat,

Morocco, Mozambique, Myanmar, New Zealand, Nicaragua, Oman, Pakistan, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russia, Saba, St. Kitts and Nevis, St. Lucia, St. Vincent, Saudi Arabia, Serbia, Singapore, Sint Eustatius, Sint Maarten, South Africa, South Korea, South Sudan, Sri Lanka, Suriname, Swaziland, Taiwan, Tanzania, Thailand, Tonga, Trinidad and Tobago, Turkey, Turks and Caicos Islands, Ukraine, United Arab Emirates, Uruguay, USA, US Virgin Islands, Uzbekistan, Vanuatu, Vietnam, Western Samoa.

TravelPlus:

Top Tips:

- Review and familiarise yourselves with standard roaming rates for destinations or roaming events, such as 'On Airways and Maritime', where our listed daily roaming services are unavailable.

TravelPlus is an alternative to World Travel Select (WTS) but is aligned directly with TravelFree and is only available on selected tariffs. Like WTS, it offers an alternative to pence per minute rates in the form of a daily roaming rate of £4 per day (ex. VAT). It will allow users full access to their UK bundles, rates and allowances whilst roaming in

a selection of worldwide destinations.

When utilising TravelPlus, you can call back to the UK and call within the same country you are currently in without incurring out-of-bundle charges.

TravelPlus Inclusive Destinations:

Afghanistan, Andorra, Argentina, Armenia, Bahrain, Bangladesh, Bonaire, Brazil, British Virgin Islands, Cambodia, Chile, China, Columbia, Costa Rica, Curacao, Democratic Republic of Congo, Dominican Republic, Ecuador, Egypt, El Salvador, Fiji, Georgia, Guam, Guatemala, Guyana, Haiti, Honduras, Hong Kong, India, Indonesia, Israel, Japan, Jordan, Kazakhstan, Kuwait, Laos, Macau, Macedonia, Malaysia, Moldova, Mongolia, Montenegro, Morocco, Myanmar, Nicaragua, Oman, Pakistan, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russia, Saudi Arabia, Serbia, Singapore, South Korea, South Sudan, Sri Lanka, Suriname, Swaziland, Taiwan, Tanzania, Thailand, Tonga, Ukraine, United Arab Emirates, Uruguay, Uzbekistan, Vanuatu, Vietnam, Western Samoa.

Worldwide Daily Roaming Services:

Good to know

- TravelFree and TravelPlus work together, as do ETS and WTS. These products cannot be separated and mixed due to their inclusive roaming destination alignment.
- Our daily roaming rate is currently applicable against any outgoing calls/SMS, data use and incoming calls. Any usage will be debited from the user's UK bundled allowance. Incoming SMS will not trigger the charge.

The Worldwide Daily Roaming Services work almost identically to our European versions, see details below:

< >Access to domestic data bundles (fair usage policy applies, see our Wholesale Mobile Pricing Guide for more detail)Access to domestic calls & text bundles including usage back to the UK (to any UK mobile or a standard fixed-line number, e.g., 01, 02, 03) and “In Country”(mobile/ standard fixed-line numbers only)< >Received calls & textsCalls to emergency services (i.e., 999 or 112)Calls to UK freephone numbersCalls to voicemailDomestic out-of-bundle rates**Roaming calls that fall outside of inclusive allowances, or that are directed out of zone, are rated based on UK international call rates. Qualifying international or roaming bundles, where available and applied, will be utilised in advance of out of bundle rating.

Our Worldwide Daily Roaming Services do NOT cover the following:

< >Calls to non-geographical and premium numbersCalls and texts to other worldwide destinations in the same zone or out of zoneCalls and texts to another EU zone from an EU zone (i.e., from Zone 1 to Zone 2)

A Note On Roaming

We would like to remind you that when customers are roaming in destinations close to bordering countries or islands, it is possible to automatically

connect to another country's cellular infrastructure.

Where possible, customers are advised to manually roam onto “in country” networks should this happen, to mitigate unexpected charges.

WARNING: When roaming on O2, roaming data restrictions do not always cover 4g usage in certain destinations