



O2 EU Roaming Changes – 15th June 2017

From 15th June EU Roaming Regulations are changing. Thus, enabling you to 'Roam like at home' You will be able to use your UK allowances when roaming in the O2 Europe Zone. For calling and texting this means you can make calls and send texts back to the UK or within the O2 Europe Zone like you do in the UK.

What's included:

- Making and receiving calls and sending texts when you're abroad in the O2 Europe Zone (e.g. a call from France to France)
- Calls and texts to the United Kingdom from any country within the O2 Europe Zone (e.g. a call from France to UK)
- Calls and texts whilst abroad within the O2 Europe Zone to any other country within the Zone (e.g. - A call from France to Spain)
- Calls to your voicemail and receiving voicemails

What's not included:

- Making calls or sending texts when you are in the United Kingdom to other countries
- Making calls or sending texts to premium rate numbers and other non-geographic numbers (which can vary over time)
- Making calls or sending texts from within the O2 Europe Zone to a country outside the O2 Europe Zone

In addition to calls and texts, O2 customers can use their monthly data allowance whilst in our Europe Zone.

- When you use data in the O2 Europe Zone it will just decrement from your allowance as within the UK.
- If you run out of data whilst in the O2 Europe Zone then you can buy more data - the options and cost are the same as you will see in in the UK and if you buy one and do not use it all before returning from our Europe Zone, you will still be able to use it when back in the UK. If you buy more data in the UK and then go to the O2 Europe Zone, it will also be valid for use.
- If you use your phone in a country outside of the O2 Europe Zone, normal Roaming charges will apply.

The following charges will apply for Out of Bundle usage:

Calls = 33p Per Minute

Texts = 15p Per SMS

Data = 2.5p Per MB

Listed below are the list of 47 countries that are included in the O2 Europe Zone;

Austria, French Guiana, Latvia, Reunion Islands, Azores, Germany, Liechtenstein, Romania, Belgium, Gibraltar, Lithuania, Saint Barthelme, Bulgaria, Greece, Luxembourg, Saint Martin, Canary Islands, Guadeloupe, Madeira, San Marino, Croatia, Guernsey, Malta, Slovakia, Cyprus, Hungary, Martinique, Slovenia, Czech Republic, Iceland, Monaco, Spain, Denmark, Ireland, Netherlands, Sweden, Estonia, Isle of Man, Norway, Switzerland, Finland, Italy, Poland, Vatican City, France, Jersey and Portugal.

Important Notes

- Blackberry Data is not included
- Data caps will be removed for EU