

Vodafone EU Roaming Changes – 15th June 2017

Charges in the European zones are changing specifically to align with new legislation being introduced by our regulator Ofcom this summer. Roaming charges will be abolished in **Europe Zone 1**.

Changes are also being made to the way we charge for calls across our European and Rest of World Zones.

Please note: there are some important differences between the roaming proposition for Small Business customers and SME/Large corporate customers.

For **Consumer & Small Business** this will include **ZONE 1 AND ZONE 2**.

Global roaming will replace World Traveller so customers can use their UK allowance anywhere in the World Zone for just £5 per day. This will become compulsory for all consumer tariffs.

Europe Zone 1: Austria, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France (Inc. Corsica), French Territories (Inc. French Guiana - Guadeloupe - Martinique - Mayotte - Reunion - 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. Canary and Balearic Islands) and Sweden.

Europe Zone 2: Albania, Bosnia and Herzegovina, Faroe Islands, Guernsey, Isle of Man, Jersey, San Marino, Switzerland and Turkey.

Fair usage policy:

Inclusive roaming services in Europe Zone 1 and 2 are intended for use during periodic travel and not for customers roaming across foreign networks on a semi-permanent or permanent basis.

If customers' use their mobile in the Europe Zone 1 and 2 for more than 50% of the time in any 4 month rolling period, they will receive a text requesting more moderate use of our roaming services.

If customers' usage in the Europe Zone 1 continues to exceed 50% as described above, over the 2-week period following the first notification, customers may be charged for further use or bar them from using our roaming services.

Customers will be notified before we do this.