

# Roaming FAQ's

Here you can find all the frequently asked questions and answers.



# Roaming with Alfonica Mobile

Alfonica Roaming is categorised in three different zones:

1. Europe Zone
2. World Traveller Zone
3. Travel Pass Zone

With UK as the Home Zone, roaming is taking your phone to any other destination in the world, which falls under Europe, World Traveller or Travel Pass.

Destinations that aren't included in Europe, World Traveller or Travel Pass Zones aren't eligible for a roaming package. Calls, texts and data usages in such destinations will be charged heavily at a per minute, per text or per megabyte rate when roaming.

If you're unsure if you're able to roam, please contact the Mobile Team. Information about roaming fees can be found in your Alfonica Mobile contract under "Spend Control".

Bespoke plans aren't eligible for Travel Pass usage. Please speak to the Mobile Team for further information on this.

**If you've requested to opt out of a roaming plan, international usage will be charged heavily at a per minute, per text or per megabyte rate when roaming, as these aren't part of your roaming plan.**



## Can I use my bundles when roaming?

**Unfortunately, roaming with your mobile phone doesn't include additional bundles such as non-geographical minutes (NGN), international minutes (IDD) or international texts, as these are only inclusive when dialling from the UK.**

These are charged heavily at a per minute or per text rate when abroad as these aren't part of your inclusive plan.

We have a variety of roaming plans and bundles available. You can of course add a bundle to cover this usage whilst abroad as well. This can be added for every month ongoing, or only as needed.



## When I land, will my phone automatically find a local network?

Yes. It should do. Your phone should automatically connect to a local network, at which point, your calls, texts and data will be working as normal. Please only switch on your device once you're in the terminal building, so that it has ample time to connect to the local network.

If however, your phone doesn't connect to a local network, you can try to manually select a local mobile network yourself. This is known as performing a manual roam. Instructions may vary by handset.

Manual Roam	
Android	iOS
<ul style="list-style-type: none"><li>• Settings</li><li>• Connections</li><li>• Mobile networks</li><li>• Network operators</li><li>• Select manually</li></ul>	<ul style="list-style-type: none"><li>• Settings</li><li>• Mobile data</li><li>• Network selection</li><li>• Select manually</li></ul>

Click on the name of a local network and your phone will then try to connect to your chosen network. This can take up to 2 minutes.

Once connected, your calls, SMS and data will be working as they do in the UK. Some handsets may require you to restart the device. Roaming isn't compatible with the following plans:

- Plans that have requested a roaming bar or international calling bar
- Plans with a SPEND BAR 20



## If I'm roaming in a daily fee destination, when does the daily roaming fee start?

The daily charge for roaming in a World Traveller or Travel Pass Zone begins at midnight, as per the capital city of the local country.

*For example, if roaming in the USA, your new daily charge will begin 00:01 local time in Washington DC, regardless if you're visiting Florida or California.*

World Traveller and Travel Pass can be triggered by an incoming or an outgoing call, text or data usage. It's advisable to switch your phone off or onto flight mode when roaming in these zones, if you don't want to use your allowance.

If using a smartphone, we advise you to switch your phone onto flight mode whilst still in the UK as even using your phone's connection for a few seconds when roaming will trigger the daily fee.

If you wish to be opted out of the World Traveller or Travel Pass daily fee, please contact the Mobile Team as soon as possible.

**Please note,** If you've requested to opt out of World Traveller or Travel Pass, international usage when roaming in these zones will be charged heavily at a per minute, per text or per megabyte rate when roaming here, as these aren't part of your roaming plan.



## Can I use my mobile during a flight or on a cruise?

When taking your phone either on a flight or on a boat, you'll still be able to physically connect to use your calls, texts and data. Sea and air travel usage aren't included in any roaming plan or bundle and as such, usage is charged heavily at a per minute, per text or per megabyte rate. Therefore, we recommend that you activate your device's flight mode or switch it off altogether when travelling, and continue to use your phone as normal when you arrive at your destination.

When touring near the coastline or using your phone whilst travelling internationally by means such as the Channel Tunnel, it's important to make note of your network. This can sometimes trigger an expensive AAA or SEA charge.





## Why is my phone connecting to a network in a neighbouring destination?

In order to ensure that you remain well connected, even while roaming, your phone will automatically connect to the network carrier with the strongest mobile connection, which sometimes can belong to a neighbouring country. To avoid this, perform a manual roam.

*For example, when roaming in South-East Poland, your device will as usual connect to the strongest available network. In this instance, it may connect to a Ukrainian network, which is close by. In this instance, when opted into World Traveller, you'll be charged no fee for roaming in Poland (an EU destination), but you'll be charged from £5.50 per day for using a Ukrainian network (a World Traveller destination). If not opted in to WTS, this usage will be charged heavily at a per minute, per text or per megabyte rate when roaming, as these aren't part of your roaming plan.*

The same is true if you have been connected whilst on a boat or a cruise, near to the coast. Your phone will automatically connect to the strongest network within range, regardless of the country you are closest to. However, if there is no country in range with a strong connection, you may connect to "SEA" – the satellite network associated with travelling at sea. Similarly, when using a mobile connection during a flight, your phone may show these charges as "AAA" – the code associated with air travel. We recommend that you activate your device's flight mode or switch it off altogether when travelling on a flight or boat as AAA and SEA roaming usage is charged heavily at a per minute, per text or per megabyte rate as this usage is not included in any roaming plan or bundle.

In order to avoid roaming on a network of a different country (and the associated potential increase in price), you can alter your network settings by performing a manual roam.

For more information, please see [manual roam](#).



## I've heard that not all international destinations have strong local connectivity. How can I check this?

When roaming with your UK SIM card, you're able to connect to the local cellular network towers for your calls, texts and data. This is widely available across most countries. If you'd like to know the strength of the local reception for a particularly secluded country, please contact the Mobile Team, who'll assist you with this.

**Please note**, check before you travel that your phone is open for roaming and if the costs or allowances differ to the below. You can always check your Alfonica Mobile Service contract for more information.



For further information about roaming, please contact the Mobile Team.

✉ [mobile@alfonica.com](mailto:mobile@alfonica.com)  
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# Alfonica Roam Europe

**Travelling through Europe? You can use your allowance at no extra cost.**

Alfonica Roam Europe or Roam Extended Europe allows you to access your allowance of calls, SMS and data\*, whenever you travel the countries listed below.

## Roam Europe

### Calls and SMS

1. Unlimited outgoing calls and SMS to standard local phone numbers
2. Unlimited outgoing calls and SMS to standard UK phone numbers
3. Unlimited incoming calls (from any destination)
4. Unlimited outgoing calls and SMS to standard Roam Europe countries

## Roam Extended Europe

### Calls and SMS

1. Unlimited outgoing calls and SMS to standard local phone numbers
2. Unlimited outgoing calls and SMS to standard UK phone numbers
3. Unlimited incoming calls (from any destination)

## Data

\*Data allowance within the Europe Roaming Fair Usage Policy. Please speak to the Mobile Team about this before travelling to Europe or Extended Europe countries as this varies based on your standard allowance.

## Roam Europe Destinations

- |                      |  |
|----------------------|--|
| • Austria            | • Latvia   |
| • Belgium            | • Liechtenstein                                  |
| • Bulgaria           | • Lithuania                                      |
| • Croatia            | • Luxembourg                                     |
| • Cyprus             | • Malta  |
| (excl. N. Cyprus)    | • Martinique                                     |
| • Czech Republic     | • Mayotte  |
| • Denmark            | • Monaco   |
| • Estonia            | • Netherlands                                    |
| • Finland            | • Norway   |
| • France             | • Poland   |
| • Germany            | • Portugal                                       |
| • Gibraltar          | (incl. Madeira)                                  |
| • Greece             | • Romania  |
| • Guadeloupe**       | • Slovakia                                       |
| • Guiana             | • Slovenia                                       |
| • Hungary            | • Spain (incl. Balearic Islands, Canary Islands) |
| • Iceland            | • St Barts                                       |
| • Ireland            | • Sweden   |
| • Italy              |  |
| (incl. Vatican City) |  |

## Roam Extended Europe Destinations

- Isle of Man and the Channel Islands (incl. Jersey and Guernsey)
- Faroe Islands
- Reunion (French Territory)
- San Marino
- Switzerland

\*\*note, whilst some destinations in this list do not fall geographically within Europe, their roaming policy is able to be used as such

*For example, when roaming in Italy, within your allowance, you can call standard Italian phone numbers, you can call a UK phone number, and even a French phone number.*

*However, you cannot call a Swiss phone number as this is in a different zone. Calls to Switzerland will be charged heavily at a per minute rate as these aren't part of your roaming plan.*

*Unfortunately roaming with your mobile phone in Europe and Extended Europe destinations doesn't include any additional bundles such as international minutes (IDD), international SMS or non-geographical minutes (NGN) as these are only inclusive when dialling from the UK. If used when roaming in Europe or Extended Europe Zones, these will be charged heavily at a per minute or per text rate as these are not part of your roaming plan.*

# Alfonica World Traveller

**Travelling outside Europe?**  
**You could use your allowance as normal.**

Alfonica World Traveller allows you to access your allowance of calls, SMS and data when visiting the below countries.

For a set daily fee whilst roaming, Alfonica World Traveller is simply added on to your invoice for the days used.

## CALLS

- Local landline
- Local mobile
- UK landline
- UK mobile
- ALL incoming calls

## SMS

- Local mobile
- UK mobile
- ALL incoming SMS

## DATA

Full data allowance as normal

For further information about roaming, please contact the Mobile Team.

✉ [mobile@alfonica.com](mailto:mobile@alfonica.com)  
☎ [0330 0949 304](tel:0330 0949 304)



## How does World Traveller work?

**Contact the Mobile Team** if you are unsure of your tariff and associated roaming allowances and they'll advise if World Traveller is already live on your account. Unfortunately, roaming with your mobile phone in World Traveller countries doesn't include additional bundles such as non-geographical minutes (NGN), international minutes (IDD) or international texts, as these are only inclusive when dialling from the UK.

**Please note**, that the daily charge (beginning at midnight as per the capital city of the local country) for the Alfonica World Traveller Zone, can be triggered by an incoming or outgoing, call, text or data usage.

If you wish to be opted out of the World Traveller daily fee, please contact the Mobile Team as soon as possible. Please note that your international usage will be charged heavily at a per minute, per text or per megabyte rate as this will no longer be part of your roaming plan.

- |                                |                      |  |                            |
|--------------------------------|----------------------|--|----------------------------|
| • Afghanistan                  | • Dominica           | • Midway Island                                    | • South Sudan              |
| • Albania                      | • Dominican Republic | • Moldova  | • Sri Lanka                |
| • Andorra                      | • Ecuador            | • Mongolia   | • St Lucia                 |
| • Anguilla                     | • Egypt              | • Montenegro                                       | • St Vincent               |
| • Antigua and Barbuda          | • El Salvador        | • Montserrat                                       | • St.Kitts and Nevis       |
| • Argentina                    | • Fiji               | • Morocco  | • Suriname                 |
| • Armenia                      | • Georgia            | • Mozambique                                       | • Swaziland                |
| • Aruba                        | • Ghana              | • Myanmar (Burma)                                  | • Taiwan                   |
| • Australia                    | • Grenada            | • New Zealand                                      | • Tanzania                 |
| • Bahrain                      | • Guam               | • Nicaragua  | • Thailand                 |
| • Bangladesh                   | • Guatemala          | • Oman   | • Tonga                    |
| • Barbados                     | • Guyana             | • Pakistan   | • Trinidad and Tobago      |
| • Bermuda                      | • Haiti              | • Panama   | • Turkey (incl. N. Cyprus) |
| • Bonaire                      | • Honduras           | • Papua New Guinea                                 | • Turks and Caicos Islands |
| • Bosnia and Herzegovina       | • Hong Kong          | • Paraguay   | • Ukraine                  |
| • Brazil                       | • India              | • Peru   | • United Arab Emirates     |
| • British Virgin Islands       | • Indonesia          | • Philippines                                      | • Uruguay                  |
| • Cambodia                     | • Israel             | • Puerto Rico                                      | • US Virgin Islands        |
| • Canada                       | • Jamaica            | • Qatar  | • USA                      |
| • Cayman Islands               | • Japan              | • Russia   | • Uzbekistan               |
| • Chile                        | • Jordan             | • Saba (inc. Sint Eustatius, Netherlands Antilles) | • Vanuatu                  |
| • China                        | • Kazakhstan         | • Saudi Arabia                                     | • Vietnam                  |
| • Colombia                     | • Kenya              | • Serbia   | • Western Samoa            |
| • Costa Rica                   | • Kuwait             | • Singapore  | • Yugoslavia               |
| • Curacao                      | • Laos               | • Sint Maarten                                     |                            |
| • Democratic Republic of Congo | • Lesotho            | • South Africa                                     |                            |
|                                | • Macau              | • South Korea                                      |                            |
|                                | • Macedonia          |  |                            |
|                                | • Malaysia           |  |                            |
|                                | • Mexico             |  |                            |

# Alfonica Travel Pass

**Travelling to a further destination? You could use your allowance as normal.**

Alfonica Travel Pass allows you to access your allowance of calls, SMS and data. From the mountains of Nepal to the white sandy beaches of the Bahamas, Alfonica Travel Pass covers the destinations that fall outside Europe, Extended Europe and World Traveller Zones.

For a set daily fee whilst roaming, Alfonica Travel Pass is simply added onto your invoice for the days used.

## CALLS

- Local landline
- Local mobile
- UK landline
- UK mobile
- ALL incoming calls

## SMS

- Local mobile
- UK mobile
- ALL incoming SMS

## DATA

Full data allowance as normal



## How does the Travel Pass work?

When roaming with your UK SIM card, you're able to connect to the local cellular network towers for your calls, texts and data. This is widely available across most countries. If you'd like to know the strength of the local reception of any of these destinations, please contact the Mobile Team, who will assist you with this.

Alfonica Travel Pass allows you to access your allowance of calls, SMS and data in the following countries:

- |                               |                         |
|-------------------------------|-------------------------|
| • Algeria                     | • Liberia               |
| • American Samoa              | • Libya                 |
| • Azerbaijan                  | • Madagascar            |
| • Bahamas                     | • Malawi                |
| • Belarus                     | • Mali                  |
| • Benin                       | • Mauritania            |
| • Bhutan                      | • Mauritius             |
| • Bolivia                     | • Namibia               |
| • Botswana                    | • Nepal                 |
| • Brunei                      | • Niger                 |
| • Burkina Faso                | • Nigeria               |
| • Burundi                     | • Rwanda                |
| • Cameroon                    | • Sao Tome and Principe |
| • Cape Verde                  | • Senegal               |
| • Central African Republic    | • Seychelles            |
| • Chad                        | • Sierra Leone          |
| • Congo                       | • Solomon Islands       |
| • French Polynesia            | • Sudan                 |
| • Gabon                       | • Tajikistan            |
| • Gambia                      | • Togo                  |
| • Guinea                      | • Tunisia               |
| • Guinea-Bissau               | • Uganda                |
| • Iran                        | • Venezuela             |
| • Iraq                        | • Yemen                 |
| • Ivory Coast (Côte d'Ivoire) | • Zambia                |
| • Kosovo                      | • Zimbabwe              |
| • Kyrgyzstan                  |                         |

**Contact the Mobile Team** if you're unsure of your tariff and associated roaming allowances and they'll advise if Travel Pass is already live on your account. Unfortunately, roaming with your mobile phone in Travel Pass countries doesn't include additional bundles such as non-geographical minutes (NGN), international minutes (IDD) or international texts, as these are only inclusive when dialling from the UK.

**Please note**, that the daily charge (beginning at midnight as per the capital city of the local country) for Alfonica Travel Pass Zone, can be triggered by an incoming or outgoing, call, text or data usage. Non-standard communication including but not limited to; Satellite Service, Maritime Service and In-Flight Service aren't included in any bundles and will be charged at out of bundle rates.

If you wish to be opted out of the Travel Pass daily fee, please contact the Mobile Team as soon as possible. Please note that your international usage will be charged heavily at a per minute, per text or per megabyte rate as this will no longer be part of your roaming plan.

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