

# Roaming Charges Explained

Here you can find all the essential information about potential charges when using your mobile abroad.



# Understanding Roaming Charges

Find out what to expect when it comes to charges for mobile use abroad.

## 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 of 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 wish to be charged for the daily usage. 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're unsure if you're able to roam, please [contact the Mobile Team](#) who will help you to identify the allowances for the destination you'll be visiting.

**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 an aeroplane or on a boat, you'll still be able to physically connect to use your calls, texts and data. Air and sea travel usage (known as AAA and SEA travel respectively) aren't included in any roaming plan or bundles 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 as explained [here](#).

*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 a £5.50 fee 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.*

Please be aware, your handset may even connect to Irish networks while in the UK, if close enough to an Irish network. It is advisable to perform a [manual roam](#) and select your UK based network to avoid this and the associated unexpected charges too.

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.

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.



## Why did my spend bar take so long to trigger when I was roaming?

All [spend bars](#) and data only bars are triggered periodically throughout the day, every day as opposed to the moment a user hits a specified limit, so you may exceed your overspend allowance before this happens.

When roaming, Alfonica relies on call reports from international carriers, and therefore, barring may be delayed, and you'll incur the additional costs until the bar is triggered. This service is designed to help you reduce heavy overspend and reduce bill shock. Mobile usage and any overspend remains the full responsibility of the user.



## 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.



## How is my usage calculated?

The usage for your phone number/s is calculated from the 1<sup>st</sup> to the 31<sup>st</sup> (or the last day of the month), with your usage resetting to 0, on the 1<sup>st</sup> day of the following month.

Please see your contract under "Tariff Information" for what's included in your allowance.

