

# Your Roaming Checklist

Follow our simple checklist to ensure your SIM and handset will work when abroad.



# Roaming Checklist

**Your trip is booked, boarding pass is printed, all that is left to do is ensure you stay connected whilst roaming!**

Roaming allows you to make calls, send texts, and use your data allowance when you're outside the UK and the UK network boundaries. To help you, follow our checklist to guarantee your SIM and handset will work correctly.

- Check my SIM card tariff is eligible for roaming
- Check my destination is eligible for a daily roaming bundle
- Check if my tariff is different while roaming
- Check my handset is compatible for roaming at my chosen destination
- Check my voicemail box before leaving the UK
- Check my flight mode
- Check for the strongest network



## Check my SIM card tariff is eligible for roaming

Most tariffs have daily roaming bundles readily available for international usage. So what could be preventing you from roaming?

1. Some clients have roaming bundles only available for certain destinations, leaving other destinations to be charged heavily on a per minute, per text or per megabyte basis – outside of their included mobile plan allowance.
2. Some tariffs have roaming blocked altogether.
3. If you or your account holder have requested an international calling bar, this will need to be lifted prior to your trip to allow you to roam.

**Contact the Mobile Team** if you are unsure what is included in your allowance or to find out if you have an international calling bar in place.



## Check my destination is eligible for a daily roaming bundle

If you have a daily roaming bundle, Alfónica roaming has three classes; Roam Europe, World Traveller and Travel Pass. Destinations that aren't included in Roam Europe, World Traveller or Travel Pass Zones aren't eligible for a roaming package. Calls, texts and data usage in such destinations will be charged heavily at a per minute, per text or per megabyte rate when roaming. For more information about this, please see [Roaming FAQs](#), Roaming with Alfónica Mobile.

If you do not have a daily roaming bundle enabled, 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.



## Check if my tariff is different while roaming

For a set daily fee whilst roaming, provided you have a daily roaming bundle active, you can use your data allowance\* plus calls and text to local mobiles and landlines, and calls and text back to UK mobiles and landlines.

Unfortunately, whilst roaming, even if included in your standard UK tariff, you can't use any additional add-ons such as non-geographical minutes (NGN), international minutes (IDD) or international texts, as these are only inclusive when dialling from the UK\*\*.



## Check my handset is compatible for roaming at my chosen destination

Some destinations have limited 2G/3G capabilities. If using a 2G/3G device, or if travelling to the USA with a phone other than a smartphone, please contact Alfónica's Mobile Team for further advice.



## Check my voicemail box before leaving the UK

If you'd like to access your voicemail whilst abroad, you need set up your 4 digit voicemail security PIN **before leaving the UK**. If you fail to set your 4 digit PIN prior to your flight you won't have access to your voicemail for the duration of your international trip. We're unable to provide access to your voicemail should you not have followed this step.

To retrieve voicemails whilst abroad, for Vodafone dial either 121 or +44 7836 121 121 and for O2 dial 901 or +44 7802 090 100. You'll then be prompted for your mobile number and the PIN that you set up before leaving the UK.



## Check my flight mode

When taking your phone on a flight, boat or undersea train, you may still be able to physically connect to use your calls, texts and data. Air/Sea travel usage is not 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 only continue to use your phone as normal when you arrive at your destination's terminal building.



## Check for the strongest network

When roaming with your SIM, you should automatically connect to a local network, at which point, your calls, and where relevant, texts and data will be working as normal. 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 vary by handset. For more information about this, please see [Manual Roam](#).

Please note, that sometimes when you are travelling through a foreign country, the strongest mobile network can vary from city to city and we would recommend performing a manual roam again, if you notice your connection has dropped off.

\* data usage when roaming in Roam Europe destinations is subject to fair usage policy.

\*\* please note, users with unlimited data allowance are limited to 12 GB data usage whilst roaming.

