



# Business Mobile

The Future Of Seamless  
Work, In Your Hands



Leaders in business communications



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# Welcome to Alfonica Mobile

At Alfonica we're proud to offer the latest mobile handsets and accessories alongside competitive tariffs, all backed up by excellent customer service. We continually strive to provide the best support we can, to help you – our valued customer.

We launched in 1999 and was established in 2002 as a device rental business with a single retail store. It has since grown into a dynamic multi-million pound company and highly respected brand with Alfonica servicing our corporate division.

In addition to Alfonica, Rose Communications Group hosts a retail division, RCUK, with three UK based branches offering comprehensive communications products and solutions as well as friendly in-person support.







## Getting Started

We're pleased to welcome you to Alfonica Mobile, where constant connectivity and customer service are paramount. We'll do our utmost to ensure that your account is serviced to the highest standard throughout our relationship. We're positive that you'll be satisfied with the level of customer care and assistance that our experienced team provides.

The Alfonica Mobile Team will handle all support and billing queries for your mobile connections and liaise with the network directly on your behalf until resolution.

### Get in touch:

☎ 0330 118 8797

✉ [mobile@alfonica.com](mailto:mobile@alfonica.com)

### How do I know what's in my allowance?

Please see your Alfonica Mobile contract, under Tariff Information for your allowance.

### Calls and texts within the UK

With an Unlimited Talk & Text plan, within your allowance, you're able to call UK standard landlines beginning with 01, 02 and 03 and all UK standard mobiles beginning with 07. You're also able to send up to 15,000 texts to UK standard phone numbers beginning with 07.

### Calls and texts to international destinations

Calls and texts to international phone numbers are charged at a per minute and per text rate, unless there's an international direct dial (IDD) bundle or an international SMS bundle applied to your phone number or account.

**Please see your Alfonica Mobile contract, under Tariff Information for your allowance.**

### Can I call UK numbers beginning 08?

These are known as Non-Geographical Numbers (NGN) calls and are charged at a per minute basis, unless there's a non-geographical bundle in place to accommodate this usage.

Calls to 0800 numbers are free from your mobile.

**Please see your Alfonica Mobile contract, under Tariff Information for your allowance.**

### Call flexibility

Calls and texts to premium phone numbers, such as those beginning with 09 or 118 aren't included in any Alfonica plans and will be charged at a per minute, or per SMS rate, as set out by the Phone-Paid Service Authority (PSA). There's no bundle available to cover

premium usage. However, there's an option to place a bar on premium usage, so that when attempting to call or text a premium phone number, you'll be unable to do so.

Multimedia messages (MMS) aren't included in any Alfonica plans and will be charged at a per unit rate. There's no bundle available to cover MMS usage and there's also no bar option available for this.

**Please note, regular SMS (texts) can be converted to MMS when sent with over 160 characters.**

### How do I manage my usage?

You can use our online platform - My Account, to monitor mobile usage. This way, you can ensure that all usage is within the limit of your tariff.

To create an My Account for your mobile numbers, simply email the Mobile Team with your mobile numbers and the email address that you'd like to use to login to your new My Account.

### Want to add something?

Alfonica Mobile gives you the flexibility of adding a bundle to your phone number for a single upcoming month or to include a bundle in your contract for every month moving forward. As your needs change, why not contact our Mobile Team, who can assist with this?

Contact our Mobile Team today if you would like to have any of these features or bundles added to your phone number or full account.

**Please note, requests that affect the billing and costs of your account, can only be made by the account holder.**

# Take control with spend bars

## What is a Spend Bar?

Controlling overspend is simple and quick with Alfonica's spend management options.

Simply choose the most suitable option that'll enable you to manage your costs and prevent expensive bills:

### SPEND BAR 20

Outgoing calls, SMS and data will be barred at an overspend of £20\*

### SPEND BAR 50

Outgoing calls, SMS and data will be barred at an overspend of £50

### SPEND BAR 100

Outgoing calls, SMS and data will be barred at an overspend of £100

### NO SPEND BAR

No spend control bars applied

\* International calling and roaming are disabled for SPEND BAR 20 customers.

## How does it work?

The automatic bar will take effect once you're close to reaching or have reached your chosen spend bar. Once barred, you won't be able to utilise your outbound services such as outgoing calls, texts or use your data. Your incoming services will still work fine. To have your calls, texts and data working as usual, you must contact the Alfonica Mobile Team.

Once contacted, Alfonica will remove the spend bar if instructed, as well as help you identify the cause of overspend. We'll also address your usage and recommend various alternative plans or bundles moving forward.

Please note, once you've requested your spend bar to be removed, it can take up to 24 hours for this to be removed at network level. Until contact has been made with Alfonica, all outbound services will remain barred.

## I don't want my calls and texts to stop working, can I create a spend bar for data only?

Yes of course. We can create a data only bar for your phone number, which will bar data on or around your chosen gigabyte (GB) level.

This data only bar is designed to limit additional overspend, however users can still go over their allowance. You'll still be able to use your phone for outgoing calls and texts once a data only bar has been triggered.

Please note, once you've requested your data bar to be removed, it can take up to 24 hours for this to be removed at network level. Until contact has been made with Alfonica, all data services will remain barred.

## Are there any limitations to this service?

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, hence barring may be further delayed, and you'll incur the additional costs until the bar is triggered.

This service is designed to help you minimise heavy overspend and reduce bill shock. Mobile usage and any overspend remains the full responsibility of the user.

## How do I change my Spend Bar?

Take a look at your contract under "Spend Control". If you'd like to change your spend bar, let the Mobile Team know so that this can be changed if necessary.

## The Spend Bars and Data Only Bars are great, but are there any other bars I can set on a more permanent basis?

Alfonica can place a bar on a variety of features including; roaming, calls, SMS, data or even tethering. These can be applied at any point throughout your contract period. Simply contact the Mobile Team who can arrange these at the click of a button.



# Alfonica and setting up your phone

## Moving into Alfonica's network

**As part of your Alfonica Mobile with Vodafone, there are multiple features that you may find helpful.**

### What happens on the day that my phone number moves into Alfonica Mobile?

On the day that a phone number moves into our platform, there may be a period when the user of that phone number doesn't have regular phone service.

This is because your phone number is being transferred from your old provider, now to your new provider – Alfonica Mobile, using Vodafone's esteemed network.

### Is it true my calls, texts and data will stop working on the day that I port out from my old network?

The porting process is designed to minimise the time you'll be without service.

When the number transfer is actually taking place, your service may go down for a very short time. Occasionally, users will experience split service where calls are received on both SIM cards. However, it usually takes between a few minutes to a few hours to fully port from one network to another.

When this happens, simply take your old SIM card out of your phone, pop the new SIM card in its place and switch your phone back on. Your Vodafone SIM card should be working as usual with full incoming and outgoing service. If this isn't the case, please switch off your phone

for ten minutes and then switch it back on, as this will allow the porting process to complete.

### Call Waiting

Call Waiting simply shows you that you have an incoming call, whilst you're already on a call.

Call Waiting is a setting that can be activated on the handset itself under 'settings' or 'call settings', but the route to activation may vary between handset makes and models. Alternatively, you can activate this by dialling \*43#. If you'd like to deactivate this at any time, dial #43#.

### Conference Calling

With this feature, you can create a conference call with up to six people at the same time. You can invite phone numbers from other mobile networks, or even landline phone numbers to the conference call. The initiator must have conference calling enabled, but all other users do not need this.

If you'd like conference calling activated for your mobile phone number, please contact the Mobile Team. If you would like to learn how to use conference calling, the Mobile Team can assist with this too.

Conference calling is free to use. If you set up a call, your bill will show all the calls that you start, within a conference. For example, if you set up a call with two other people which takes 15 minutes, you'll see records of a 30 minute call.

**Please note, to use conference calling, you must have call waiting switched on.**

### Voicemail

Please set up your 4 digit voicemail PIN as soon as you activate your new mobile connection. There are two options for voicemail security.

#### • Standard Security

This option will only ask you for your 4 digit security PIN when trying to access your voicemail from another phone or whilst roaming abroad but NOT when calling in from your mobile itself.

#### • Advanced Security

This option will require you to enter your 4 digit security PIN each time you try to access your voicemail, including from your mobile itself whilst in the UK as well as when trying to access your voicemail from another phone or whilst roaming abroad.

#### Setting up a Voicemail PIN:

1. Dial 121 followed by the call button
2. Key 4 for voicemail settings
3. Key 2 to change your 4 digit security PIN

**Please note, after listening to your Vodafone voicemail, you'll be offered an option to return the call via your Vodafone voicemail. This is a chargeable call and will be charged 46p per minute.**

### Using your voicemail abroad:

If you'd like to access your voicemail whilst abroad, you must set up your 4 digit voicemail security PIN before leaving the UK. **If you fail to set your 4 digit PIN prior to departing the UK 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.

**Please note, a voicemail PIN is also required to access Visual Voicemail.**

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

Alternatively, if you're unable to access your voicemail from your own handset whilst roaming, dial your own phone number with the appropriate international prefix, based on your location, where you'll be prompted to enter your pin.





## Visual Voicemail

Visual Voicemail allows you to display, view and listen to the voicemail messages directly on your phone and displays detailed message data such as; the number or name of the contact of the person leaving the message, date, time and length of the message. Users can listen to a specific voicemail messages, rather than each message in turn, as you do with traditional voicemail.

Visual Voicemail is free to use and is available for Apple devices only.

To install Visual Voicemail you will need to be connected to data and using iPhone 5s or later and running iOS 12 or later.

You can return to traditional voicemail at any time. Simply dial 12152. Additionally, if you use your Vodafone SIM in a handset other than iPhone, you will automatically revert to traditional voicemail settings, you do not need to activate anything differently.



## Voicemail Ring Extension

Your Alfonica Mobile with Vodafone is set to ring for 15 seconds before going to voicemail. You can change how long it rings for – ranging from 5 – 30 seconds, in 5-second increments.

1. Key **\*\*61\*121\*11\*** on your Vodafone mobile
2. Choose the number of seconds you'd like your phone to ring for, followed by **#**
3. Press **Call**

A confirmation message will show on your screen with your new ring duration. For example, if you want to set your Vodafone mobile to ring for 25 seconds, you enter **\*\*61\*121\*11\*25#**, and press **Call**.

## Other Options:

- Dial 1210 to disable your voicemail
- Dial 1211 to enable your voicemail
- Dial 1212 to check the status of your voicemail



## APN Settings

Access Point Name (APN) settings mean that your handset, the network and the internet are all compatible and securely configured.

APN settings are likely to need changing if your handset has been previously connected to another UK network. For example, if you've purchased a handset together with an EE SIM card and have recently ported into the Alfonica Vodafone network, your phone will remember the EE APN settings and these will need to be changed to Vodafone as per below. Without these settings, you'll be unable to connect to the internet.

## Before you start:

- **In most cases your smartphone will automatically find the correct settings**
- It can sometimes take a couple of minutes until your smartphone shows you the APN settings
- Restarting your phone will help
- Never remove current APN settings
- Make sure you have mobile data turned on

## Selecting Vodafone APN:

1. On the home screen select the Settings icon
2. Select Connections tab
3. Select More Networks
4. Select Mobile Networks
5. Select Access Point Names
6. Select Vodafone Internet. If you can't see this option continue with the instructions below. These instructions will vary by handset.



## Selecting the correct network APN settings for Apple:

1. Select the Settings icon
2. Select Mobile
3. Select Mobile Data Network
4. Edit the appropriate fields
  - a. Set the APN Field as internet
  - b. Set the Username Field as web
  - c. Set the Password Field as web
5. Allow 15-20 minutes for the settings to apply



## Manually changing your APN settings for Android:

1. On the same screen with all the access point names, select "add" on the top right. The Edit the Access Point Name page will now open
2. Set the Name Field as Vodafone APN
3. Set the APN Field as internet
4. Set the Username Field as web
5. Set the Password Field as web
6. Select the option key and save, this will return you to the page with all the Access Point Names
7. Select the Vodafone APN and allow 15-20 minutes for the settings to apply



## Wi-Fi Calling

Wi-Fi Calling is available for Android and iOS smartphones, allowing smartphones the ability to make and receive phone calls via a Wi-Fi network connection, rather than a usual cellular mobile connection. Wi-Fi Calling uses a Wi-Fi connection to create a signal and is ideal where the coverage is poor, such as a basement of a building or a rural area.

For Wi-Fi Calling compatible devices, please visit [www.vodafone.co.uk/network/calling-features/wi-fi-calling](http://www.vodafone.co.uk/network/calling-features/wi-fi-calling). Should your handset model not be listed above, please contact the Mobile Team.

To have Wi-Fi Calling activated, please contact the Mobile Team and allow 24 hours for this to take effect. Once this has been done, you'll need to restart your handset and switch on the Wi-Fi Calling setting. Some Samsung devices won't automatically show this setting, so it'll require manual configuration. Our Mobile Team can assist with this too.



## Network Coverage Checker

To check the status of the network in your local area, visit [www.vodafone.co.uk/network/status-checker](http://www.vodafone.co.uk/network/status-checker) and input your postcode to see any unexpected issues in the area as well as any planned maintenance works.

As with all mobile connections, Vodafone relies on local cellular towers (known as masts) to provide a strong and stable signal for your phone to be able to use its calls, SMS and data. On the rare occasion that there's poor service, it could be due to a mast issue. If this is the case, Vodafone engineers will work to repair the fault. You can request to be updated by SMS using the Vodafone network coverage checker page too.

If your postcode is showing unexpected issues or planned maintenance works and you're in an area with strong Wi-Fi, you may find it useful to switch on your Wi-Fi Calling so that there'll be an improved connection for incoming and outgoing calls.

Please note, calls cannot be automatically transferred from Wi-Fi to a cellular network. For example, if a user starts a call on Wi-Fi and then leaves the building, the call will drop and they'll need to redial. Wi-Fi calling won't work when roaming.

When placing an emergency call to 999 or similar, using Wi-Fi calling, the phone will first attempt to make the call using a regular cellular connection. If the signal isn't strong enough, the call will be routed using Wi-Fi, however in this case the emergency services will be unable to automatically identify the caller's location.



# Protecting your mobile handset



## Is your mobile phone your lifeline?

Alfonica Protect will protect your device against damage, loss or theft, giving you peace of mind from as little as £1.99 per month\*

\* Terms and Conditions apply

## Alfonica Protect covers



### ACCIDENTAL DAMAGE

Alfonica Protect offers a like for like replacement of the device (including an LCD screen) if damaged as a result of an accident by an authorised user.



### LIQUID DAMAGE

Alfonica Protect covers replacement for devices damaged as a result of accidental liquid damage.



### LOSS/THEFT

Alfonica Protect will replace your device if lost or stolen. In order for the claim to be valid you must report the loss/theft to Alfonica Protect as well as to the police within 24 hours of the incident and obtain a Crime Reference Number in the case of theft. Lost devices must be reported on [www.immobilise.com](http://www.immobilise.com) Lost property numbers aren't acceptable in support of a claim.



### WORLDWIDE COVER

Alfonica Protect will replace the device if lost, damaged or stolen outside of the UK. All international loss/theft claims are subject to the same terms and conditions as UK and must be reported through the same channels for the claims to be valid.



### BREAKDOWN

Alfonica Protect covers electrical or mechanical breakdown of devices when it occurs outside the manufacturer's guarantee period.



**Worldwide cover**  
for theft, damage  
and mechanical  
breakdown



Protect starts at  
**£1.99 a month**



**15% discount**  
with annual  
payments



**24 hour device  
replacement service**

## Get in touch:

☎ 020 3927 3600  
✉ [protect@alfonica.com](mailto:protect@alfonica.com)

Please note, whilst this is part of Alfonica's services, the Alfonica Protect Team operates independently to Alfonica's Mobile Team and as such, must be contacted directly for Alfonica Protect queries, invoices and claims.

# Roaming with Alfonica Mobile

## What is Roaming?

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. Alternatively, see information on pages 22 – 27 to identify the allowances for the country you'll be visiting. 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. For more information on roaming, you can also visit [www.alfonica.com/roam](http://www.alfonica.com/roam).



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
Settings	Settings
Connections	Mobile data
Mobile networks	Network selection
Network operators	Select manually
Select manually	

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:

500/500 plan.  
Plans that have requested a roaming bar or international calling bar.  
Plans with a SPEND BAR 20.

## Can I use my mobile broadband connection (such as a SIM inside a tablet), when roaming?

As long as your contract and device are compatible with roaming as described above, you will be able to roam with your data only connection. You will be able to utilise the internet in Europe as per the Fair Usage Policy, and your full data allowance whilst roaming in World Traveller and Travel Pass destinations. Standard daily roaming rates apply.

## 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.

● 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. As mentioned above, 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 as explained on page 19.

● 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 £5.00 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.

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.

#### 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.



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 under "Spend Control" for more information.



# Roam Europe

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

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

### Calls and SMS Allowance:

#### Roam Europe

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

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:

Roam Europe Destinations		Roam Extended Europe Destinations
Austria	Latvia	Isle of Man and the Channel Islands (incl. Jersey and Germany) Faroe Islands Reunion (French Territory) San Marino Switzerland
Belgium	Liechtenstein	
Bulgaria	Lithuania	
Croatia (excl. N. Cyprus)	Luxembourg	
Cyprus	Malta	
Czech Republic	Martinique	
Denmark	Mayotte	
Estonia	Monaco	
Finland	Netherlands	
France	Norway	
Germany	Poland (incl. Madeira)	
Gibraltar	Romania	
Greece	Slovakia	
Guadeloupe	Slovenia	
Guiana	Spain (incl. Balearic Islands, Canary Islands)	
Hungary	St Barts	
Iceland	Sweden	
Ireland		
Italy (incl. Vatican City)		

**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.

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

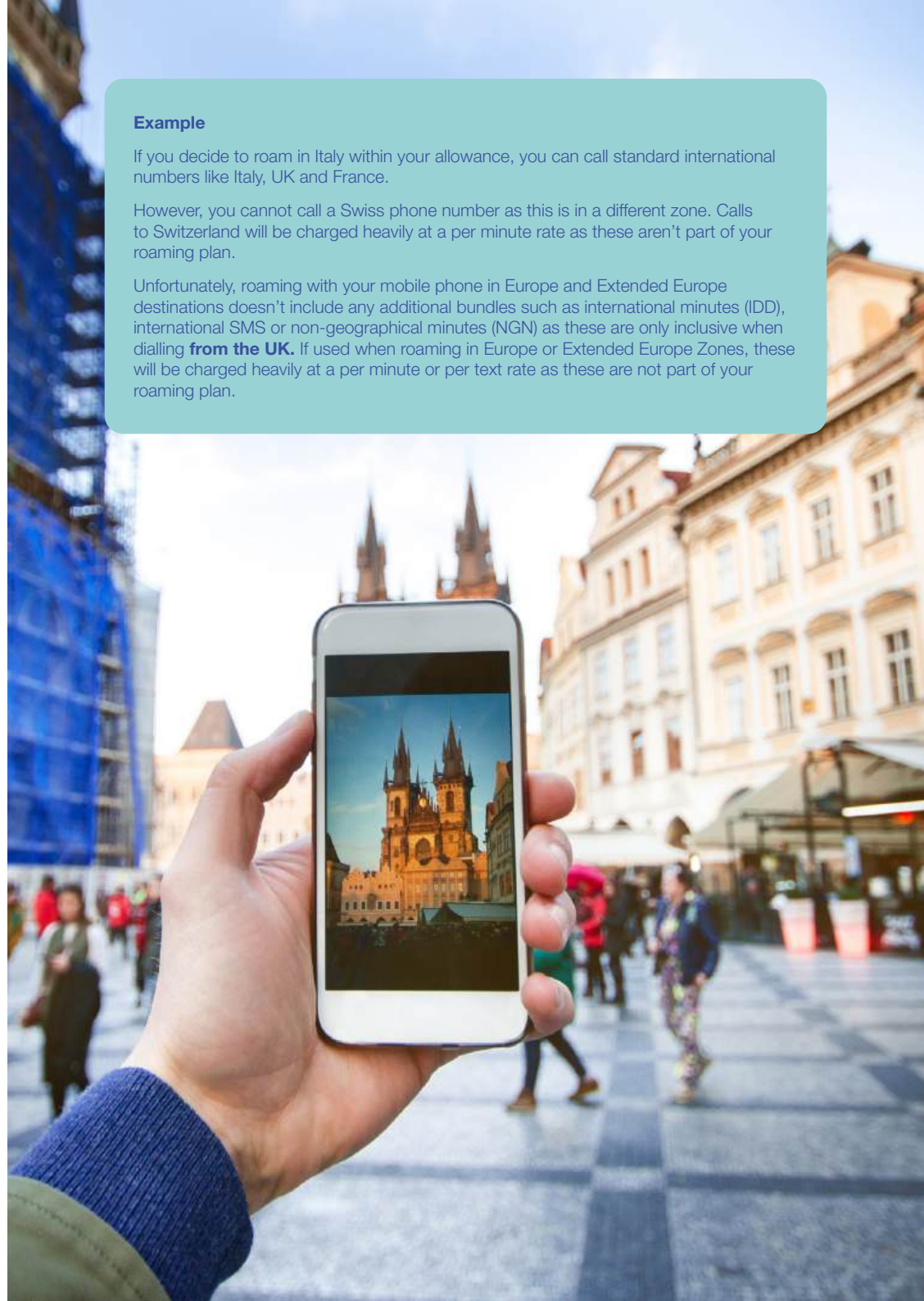


### Example

If you decide to roam in Italy within your allowance, you can call standard international numbers like Italy, UK and France.

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.



# World Traveller

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



World Traveller allows you to access your allowance of calls, SMS and data – in the countries listed on this page.

For a set daily fee whilst roaming, World Traveller is simply added on to your invoice for the days used. It allows for the full 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 World Traveller work?

Contact the Alfónica 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 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  
Albania  
Andorra  
Anguilla  
Antigua and Barbuda  
Argentina  
Armenia  
Aruba  
Australia  
Bahrain  
Bangladesh  
Barbados  
Bermuda  
Bonaire  
Bosnia & Herzegovina  
Brazil  
British Virgin Islands  
Cambodia  
Canada

Cayman Islands  
Chile  
China  
Colombia  
Costa Rica  
Curacao  
Democratic Republic of Congo  
Dominica  
Dominican Republic  
Ecuador  
Egypt  
El Salvador  
Fiji  
Georgia  
Ghana  
Grenada  
Guam  
Guatemala

Guyana  
Haiti  
Honduras  
Hong Kong  
India  
Indonesia  
Israel  
Jamaica  
Japan  
Jordan  
Kazakhstan  
Kenya  
Kuwait  
Laos  
Lesotho  
Macau  
Macedonia  
Malaysia  
Mexico

Midway Island  
Moldova  
Mongolia  
Montenegro  
Montserrat  
Morocco  
Mozambique  
Myanmar (Burma)  
New Zealand  
Nicaragua  
Oman  
Pakistan  
Panama  
Papua New Guinea  
Paraguay  
Peru  
Philippines  
Puerto Rico  
Qatar

Russia  
Saba (inc. Sint Eustatius, Netherlands Antilles)  
Saudi Arabia  
Serbia  
Singapore  
Sint Maarten  
South Africa  
South Korea  
South Sudan  
Sri Lanka  
St Lucia  
St Vincent  
St. Kitts and Nevis  
Suriname  
Swaziland  
Taiwan  
Tanzania

Thailand  
Tonga  
Trinidad and Tobago  
Turkey (incl. N. Cyprus)  
Turks and Caicos Islands  
Ukraine  
United Arab Emirates  
Uruguay  
US Virgin Islands  
USA  
Uzbekistan  
Vanuatu  
Vietnam  
Western Samoa  
Yugoslavia





# Travel Pass

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



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

For a set daily fee whilst roaming, Travel Pass simply added 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

## 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.

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 Alfonica 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 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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