



Vision Daily Roaming Services Information Pack

Now you can do business globally for less

Vision Daily Roaming Services

Please find all Daily Roaming information for o2, Vodafone and EE on the following pages. If the country you are visiting is not covered under a Daily Roaming Service, please visit Out of Bundle and Roaming Prices documents on the vision website.

[Page 3 o2 & Vodafone European Daily Roaming Services](#)

[Page 4 o2 & Vodafone World Travel Select](#)

[Page 5 o2 & Vodafone World Travel Plus and Travel Free](#)

[Page 6 o2 & Vodafone Important information \(WTS, WTP, Travel Free\)](#)

[Page 7 EE Europe Zone, Business Zone and World Zone](#)

[Page 8 EE Important information](#)

[Page 9 EE, o2 & Vodafone Important Information & Tips](#)

O2 & Vodafone European Daily Roaming Services

O2 Roam Like at Home (RLAH)

Roam Like at Home - RLAH O2 customers can use their domestic bundles as they would at home, when roaming in one of the RLAH countries.

Europe Zone 1: Austria, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus (excluding Turkish sector), Czech Republic, Denmark, Estonia, Finland, France, French territories (French Guiana/Guadeloupe/Martinique/Mayotte/Reunion and 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. Balearic Islands), Sweden.

Europe Zone 2 : Guernsey, Jersey, Isle of Man, Faroe Islands, San Marino, Switzerland.

Fair Usage Applies

Vodafone European Travel Select (ETS)

ETS covers the same destinations as Roam Like At Home but is chargeable at **£2.99** ex. VAT per day when triggered by usage in the EU in one of the listed destinations. It allows the customer to use their UK allowance in Europe Zones 1 and 2.

European Travel Select Inclusive Destinations:

Europe Zone 1: Austria, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus (excluding Turkish sector), Czech Republic, Denmark, Estonia, Finland, France, French territories (French Guiana/Guadeloupe/Martinique/Mayotte/Reunion and 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. Balearic Islands), Sweden.

Europe Zone 2: Guernsey, Jersey, Isle of Man, Faroe Islands, San Marino, Switzerland.

The European Roaming Services (RLAH & ETS) cover the following:

- > Access to domestic data bundles (fair usage policy applies)
- > Access to domestic calls & text bundles including usage back to the UK (to any UK mobile or a standard fixed-line number, e.g., 01, 02, 03) and other destinations "In Zone" (mobile/ standard fixed-line numbers only)
- > Received calls & texts
- > Calls to emergency services (i.e., 999 or 112)
- > Calls to UK freephone numbers
- > Calls to voicemail
- > Domestic out-of-bundle rates*

*Roaming calls that fall outside of inclusive allowances, or that are directed out of zone, are rated based on UK international call rates. Qualifying international or roaming bundles, where available and applied, will be utilised in advance of out of bundle rating.

Our European Roaming Services do NOT cover the following:

- > Calls to non-geographical and premium numbers
- > Calls and texts to worldwide destinations (ROW Zones 1-4)
- > Calls and texts to another EU zone from an EU zone (i.e., from Zone 1 to Zone 2)

O2 & Vodafone World Travel Select (WTS)

World Travel Select (WTS)

WTS allows users full access to their UK bundles, allowances and rates whilst roaming worldwide for just £7.99 (ex. vat) per day.

World Travel Select Inclusive Destinations:

Afghanistan, Albania, Andorra, Anguilla, Antigua and Barbuda, Argentina, Armenia, Aruba, Australia, Bahrain, Barbados, Bangladesh, Bermuda, Bosnia and Herzegovina, Bonaire, Brazil, British Virgin Islands, Cambodia, Canada, Cayman Islands, Chile, China, Columbia, 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, Japan, Jamaica, Jordan, Kazakhstan, Kenya, Kuwait, Laos, Lesotho, Macau, Macedonia, Malaysia, Mexico, Moldova, Mongolia, Montenegro, Montserrat, Morocco, Mozambique, Myanmar, New Zealand, Nicaragua, Oman, Pakistan, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russia, Saba, St. Kitts and Nevis, St. Lucia, St. Vincent, Saudi Arabia, Serbia, Singapore, Sint Eustatius, Sint Maarten, South Africa, South Korea, South Sudan, Sri Lanka, Suriname, Swaziland, Taiwan, Tanzania, Thailand, Tonga, Trinidad and Tobago, Turkey, Turks and Caicos Islands, Ukraine, United Arab Emirates, Uruguay, USA, US Virgin Islands, Uzbekistan, Vanuatu, Vietnam, Western Samoa.



Top Tips

- > Your Tariff only as access to either WTS or WTP and not both.
- > Check before travelling which Daily Roaming Service your mobile tariff as access too.
- > To avoid daily usage charges on any of our chargeable roaming services, please ensure roaming data restrictions are applied at network level and are not solely switched off in the device settings. There have been instances whereby devices are switched on, and the device has attempted to “ping” the network prior to the device fully booting up and enabling chosen settings.
- > Roaming **when at Sea or in the Air** is NOT part of the Daily Roaming Service. Review and familiarise yourselves with standard roaming rates for destinations or roaming events, such as ‘On Airways and Maritime’, where our listed daily roaming services are unavailable.

O2 & Vodafone World Travel Plus (WTP)

World Travel Plus (WTP)

WTP allows users full access to their UK bundles, allowances and rates whilst roaming worldwide for just **£7.99** (ex. vat) per day.

World Travel Plus is an alternative to World Travel Select (WTS) but is aligned directly with Travel Free and is only available on selected tariffs. When utilising World Travel Plus, you can call back to the UK and call within the same country you are currently in without incurring out-of-bundle charges

World Travel Plus Inclusive Destinations:

Afghanistan, Andorra, Argentina, Armenia, Bahrain, Bangladesh, Bonaire, Brazil, British Virgin Islands, Cambodia, Chile, China, Columbia, Costa Rica, Curacao, Democratic Republic of Congo, Dominican Republic, Ecuador, Egypt, El Salvador, Fiji, Georgia, Guam, Guatemala, Guyana, Haiti, Honduras, Hong Kong, India, Indonesia, Israel, Japan, Jordan, Kazakhstan, Kuwait, Laos, Macau, Macedonia, Malaysia, Moldova, Mongolia, Montenegro, Morocco, Myanmar, Nicaragua, Oman, Pakistan, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russia, Saudi Arabia, Serbia, Singapore, South Korea, South Sudan, Sri Lanka, Suriname, Swaziland, Taiwan, Tanzania, Thailand, Tonga, Ukraine, United Arab Emirates, Uruguay, Uzbekistan, Vanuatu, Vietnam, Western Samoa.

Travel Free

Travel Free is our enhanced version of Roam Like At Home. It is relevant to all member countries of Europe Zones 1 and 2, plus a selected number of additional destinations outside of Europe, such as Australia, South Africa, and USA. When roaming within an inclusive destination, this service enables access to your domestic bundles and rates as if you were at home.

Travel Free is available on selected O2 and Vodafone tariffs.

Travel Free Inclusive Destinations:

Europe Zone 1: Austria, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus (excluding Turkish sector), Czech Republic, Denmark, Estonia, Finland, France, French territories (French Guiana/ Guadeloupe/Martinique/Mayotte/Reunion and 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. Balearic Islands), Sweden.

Europe Zone 2: Guernsey, Jersey, Isle of Man, Faroe Islands, San Marino, Switzerland

Worldwide: Albania, Anguilla, Antigua, Aruba, Australia, Barbados, Bermuda, Bosnia & Herzegovina, Canada, Cayman Islands, Dominica, Ghana, Grenada, Jamaica, Kenya, Lesotho, Mexico, Montserrat, Mozambique, Netherlands Antilles, New Zealand, South Africa, St Kitts and Nevis, St Vincent, St Lucia, Trinidad & Tobago, Turkey, Turks and Caicos, US Virgin Islands, USA.



Top Tips

- > Your Tariff only as access to either WTS or WTP and not both.
- > Check before travelling which Daily Roaming Service your mobile tariff as access too.
- > Roaming **when at Sea or in the Air** is NOT part of the Daily Roaming Service. Review and familiarise yourselves with standard roaming rates for destinations or roaming events, such as 'On Airways and Maritime', where our listed daily roaming services are unavailable.



Notes: O2 & Vodafone Worldwide Daily Roaming Services (WTS, WTP & Travel Free)

The Worldwide Daily Roaming Services work almost identically to our European versions, & cover the below:

- > Access to domestic data bundles (fair usage policy applies)
- > Access to domestic calls & text bundles including usage back to the UK (to any UK mobile or a standard fixed-line number, e.g., 01, 02, 03) and “In Country” (mobile/ standard fixed-line numbers only)
- > Received calls & texts
- > Calls to emergency services (i.e., 999 or 112)
- > Calls to UK freephone numbers
- > Calls to voicemail
- > Domestic out-of-bundle rates*

*Roaming calls that fall outside of inclusive allowances, or that are directed out of zone, are rated based on UK international call rates. Qualifying international or roaming bundles, where available and applied, will be utilised in advance of out of bundle rating.

Our Worldwide Daily Roaming Services do NOT cover the following:

- > Calls to non-geographical and premium numbers
- > Calls and texts to other worldwide destinations in the same zone or out of zone
- > Calls and texts to another EU zone from an EU zone (i.e., from Zone 1 to Zone 2)



Good to know

- > TravelFree and World Travel Plus work together, as do ETS and WTS. These products cannot be separated and mixed due to their inclusive roaming destination alignment.
- > Our daily roaming rate is currently applicable against any outgoing calls/SMS, data use and incoming calls. Any usage will be debited from the user's UK bundled allowance. Incoming SMS will not trigger the charge.

A Note On Roaming

We would like to remind you that when end users are roaming in destinations close to bordering countries or islands, it is possible to automatically connect to another country's cellular infrastructure.

Where possible, please ensure users are advised to manually roam onto “in country” networks should this happen, to mitigate unexpected charges.

All Worldwide destinations are NOT covered under our Daily Roaming Service, all usage inc calls, texts, data will be billed on Standard Roaming Rates, please see Roaming Rates & zones for prices



WARNING: When roaming on O2, roaming data restrictions do not always cover 4g usage in certain destinations



EE Everyway Daily Roaming Services

Daily Roaming

- Europe Zone
- Business Zone
- World Zone

All zones allows users full access to their UK bundles, allowances and rates whilst roaming worldwide for a daily fee.

Daily Roaming is chargeable per day when triggered by usage in Europe, Business or World Zone in one of the listed destinations, 1mb trigger charge

All tariffs automatically opt into one of the zones when Roaming.

No Opt in/Opt Out

EE Europe Zone £2.99 per day

Europe Zone

Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden.

EE Business Zone £7.99 per day

Business Zone

Albania, Australia, Bangladesh, Canada, China, Faroe Islands, Gibraltar, Guadeloupe, Guernsey, India, Indonesia, Isle of Man, Israel, Jersey, Kuwait, Malaysia, Moldova, Montenegro, New Zealand, Nigeria, Oman, Puerto Rico, Qatar, Réunion, Serbia, Singapore, South Africa, South Korea, Switzerland, Taiwan, Thailand, Turkey, United Arab Emirates, United States, Vietnam.

EE World Zone £14.99 per day

World Zone

Argentina, Armenia, Bahrain, Bermuda, Bosnia and Herzegovina, Brazil, Chile, Colombia, Dominican Republic, Ecuador, Egypt, El Salvador, Fiji, Gabon, Ghana, Greenland, Hong Kong, Japan, Kenya, Kosovo, Mauritius, Mexico, Monaco, Morocco, Nicaragua, North Macedonia, Pakistan, Peru, Russia, Rwanda, Saudi Arabia, Seychelles, Sri Lanka, Sudan, Tanzania, Tunisia, Uganda, Ukraine, Uruguay, Zambia.

Note: All Worldwide destinations are NOT covered under our Daily Roaming Service, all usage inc calls, texts, data will be billed on Standard Roaming Rates, please see Roaming Rates & zones for prices

Notes: EE Everyway Daily Roaming Services

EE Europe Zone Services cover the following:

- > Access to domestic data bundles (fair usage policy applies, see our Roaming fair usage policy)
- > Access to domestic calls & text bundles including usage back to the UK (to any UK mobile or a standard fixed-line number, e.g., 01, 02, 03) and other destinations “In Zone” (mobile/ standard fixed-line numbers only)
- > Received calls & texts
- > Calls to emergency services (i.e., 999 or 112)
- > Calls to UK freephone numbers
- > Calls to voicemail
- > Domestic out-of-bundle rates*

*Roaming calls that fall outside of inclusive allowances, or that are directed out of zone, are rated based on UK international call rates. Qualifying international or roaming bundles, where available and applied, will be utilised in advance of out of bundle rating.

Our EE European Daily Services do NOT cover the following:

- > Calls to non-geographical and premium numbers
- > Calls and texts to worldwide destinations (ROW Zones 1-4)
- > Calls and texts to another EU zone from an EU zone (i.e., from Zone 1 to Zone 2)

EE Business Zone & World Zone Daily Roaming Services work almost identically to our European versions, see details below:

- > Access to domestic data bundles (fair usage policy applies)
- > Access to domestic calls & text bundles including usage back to the UK (to any UK mobile or a standard fixed-line number, e.g., 01, 02, 03) and “In Country” (mobile/ standard fixed-line numbers only)
- > Received calls & texts
- > Calls to emergency services (i.e., 999 or 112)
- > Calls to UK freephone numbers
- > Calls to voicemail
- > Domestic out-of-bundle rates*

*Roaming calls that fall outside of inclusive allowances, or that are directed out of zone, are rated based on UK international call rates. Qualifying international or roaming bundles, where available and applied, will be utilised in advance of out of bundle rating.

Our EE Business & World Zone Daily Roaming Services do NOT cover the following:

- > Calls to non-geographical and premium numbers
- > Calls and texts to other worldwide destinations in the same zone or out of zone
- > Calls and texts to another EU zone from an EU zone (i.e., from Zone 1 to Zone 2)



See next page for Notes & Fair Usage when roaming

Daily Roaming Services – Important Information for EE, o2 & Vodafone



Top Tips

- > To avoid daily usage charges on any of our chargeable roaming services, please ensure roaming data restrictions are applied at network level and are not solely switched off in the device settings. There have been instances whereby devices are switched on, and the device has attempted to “ping” the network prior to the device fully booting up and enabling chosen settings.
- > Roaming **when at Sea or in the Air** is not part of the Daily Roaming Service. Review and familiarise yourselves with standard roaming rates for destinations or roaming events, such as ‘On Airways and Maritime’, where our listed daily roaming services are unavailable



Roaming Data Fair Usage

> Uk Tariff 25gb or Less

Your Roaming data allowance is the same as your Monthly UK Data Allowance.

> UK Tariff over 25gb inc Unlimited Data

Your Roaming data allowance has a maximum allowance of 25gb whilst roaming.



- > All Data used over your allowances and/or in excess of 25gb will be charged at Standard out of bundle Int/Roaming Rates as per MB used.



A Note On Roaming

> We would like to remind you that when end users are roaming in destinations close to bordering countries or islands, it is possible to automatically connect to another country’s cellular infrastructure.

> Where possible, please ensure all users are advised to manually roam onto “in country” networks should this happen, to mitigate unexpected charges.



> Unlimited Data, Mins & Texts are not available when Roaming, fair usage applies

> All Worldwide destinations are NOT covered under our Daily Roaming Service, all usage inc calls, texts, data will be billed on Standard Roaming Rates, please see Roaming Rates for prices

> All Services & Destinations within are all subject to change