



vodafone

A travel-sized guide to using your phone abroad

Before you leave home

- If you haven't taken your mobile abroad before, you may need to make sure your phone isn't barred from use abroad. To check, or to get a calling bar lifted, just call us on **191**.
- To access your voicemail while you're away, you'll need to set up a security code before you go. Just call **121**, wait to be connected, then select **4**, then **2**.
- To see how much it'll cost to make and receive calls and texts in the country you're going to, text '**FROM**', followed by the name of the country to **4636** (e.g. **FROM SPAIN**) and we'll send you a text back. If you text from the UK, it won't cost you a penny either.

Call home for less with Vodafone Passport

With Vodafone Passport, calling home or ringing other mobiles and landlines in the country you're in is as cheap as chips. When you make a call, you just pay a 75p connection charge, and can talk for as long as you like for the same price as at home. You can even use your inclusive minutes from your monthly bundle or Freedom Pack. There's a flat, 75p rate to receive calls of up to an hour too. Then after that, you'll simply be charged 20p per minute.

Texts back to the UK are great value as well at a flat rate of 11p max for pay monthly and 10p for pay as you go. So it's easy to keep track of what you've spent.

Vodafone Passport is available in over 35 countries across Europe, as well as Australia and New Zealand. **It's also available in South Africa between 1 June and 31 July 2010** – perfect for all you football fans. But it's not available on all price plans and we can't guarantee access to, or coverage within, any foreign country. So call **5555** or visit vodafone.co.uk/goingabroad to find out more. Terms apply.

Vodafone Passport Destinations

Albania	Denmark	Latvia	Romania
Andorra	Estonia	Liechtenstein	San Marino
Australia	Faroes	Lithuania	Slovakia
Austria	Finland	Luxembourg	Slovenia
Belgium	France	Madeira	South Africa
Bosnia	Germany	Malta	Spain
Bulgaria	Gibraltar	Monaco	Sweden
Canary Islands	Greece	New Zealand	Switzerland
Channel Islands	Hungary	Norway	The Netherlands
Croatia	Iceland	Poland	Vatican City
Cyprus	Isle of Man	Portugal	
Czech Republic	Italy	Republic of Ireland	

When you arrive

Once you've arrived, you'll receive a welcome text message to tell you how much it'll cost to call home and some other useful information. This may vary depending on your phone model.

Your mobile should also automatically start searching for a network and display one of the local networks available. If that doesn't happen, you can search for a network manually instead – for full details, check the handset guide.

- Go to the '**settings**' menu on your phone.
- Choose '**phone settings**'.
- Pick a network.

Keep track of your spending with Vodafone World

If you don't have Vodafone Passport, or you're not in one of the countries it covers, Vodafone World rates apply.

To make things easier, we've divided the world into four clear zones. There are flat rates for making and receiving calls, and sending text messages in each zone, so it's easy to see what calls and texts cost.

Vodafone World is already part of your price plan so unless you've opted in to Vodafone Passport, the rates on the table below apply automatically.

Vodafone World rates

	Making calls	Receiving calls		Sending texts		Sending picture messages
		Pay Monthly	Pay as you go	Pay Monthly	Pay as you go	
Europe	38p per min	15p max per min	14p per min	11p max per text	10p per text	36p plus data charge, which is dependent upon the size of the picture sent.
Asia Pacific	80p per min	75p per min		35p per text, plus your UK text message rate.	49p per text	
USA & Canada	£1.35 per min	£1.00 per min				
Rest of the World	£1.65 per min	£1.30 per min				

Topping up abroad

By credit or debit card

- To register your credit or debit card details with us, call **17298** from the UK and select option **2**. It's free to call unless you speak to an advisor – when a 25p one-off charge applies. Or visit vodafone.co.uk/myaccount
- Then all you have to do to top up while you're abroad is call **2345** free, and select option **2**.

By TopUp voucher

- Your UK TopUp vouchers are valid abroad too, so don't forget to buy them before you go. To use them to top up, just dial **2345** free of charge and select option **1**.
- You can also buy TopUp vouchers in some countries. Once you've bought a voucher, just dial **2345** free of charge, then select option **6**. For a list of all the countries where you can buy vouchers, go to vodafone.co.uk/goingabroad and click on 'Roaming Information'.

To check your credit any time, dial ***#1345#**



Useful numbers

Unless they're free (like a pay as you go balance enquiry), your abroad calls will be charged at the same rate as calls back to the UK.

Calling and texting the UK	Replace the 0 with 0044 e.g. 07774 477 000 would be 0044 7774 477 000
Customer services	Call 191 from your mobile or 0044 7836 191 191
To dial within the country you are visiting	Dial 00, followed by the code for the country you're in
To dial another country	Dial 00, followed by the country code you are calling
Listening to voicemail	121
Sign up to Vodafone Passport	Call free on 5555
Pay as you go balance enquiry	Call free on *#1345#
Pay as you go TopUp line	Call 2345 free from your mobile or 0044 7836 192 350

Going online when you're away

Using the internet on your mobile when you're abroad is cheaper than you might think. The charges are simple too.

To make things easy, we've divided the world into two zones: 'Europe' and 'Rest of the world', with a different charge for each (the countries in each zone may change from time to time, you can check before you travel at vodafone.co.uk/goingabroad)

You'll pay a rate of £1 per MB in Europe and £3 per MB anywhere else in the world. If you use more than 5MB in a day, you'll pay £5 for every additional 5MB in Europe and £15 for every additional 5MB anywhere else in the world.

These are default rates and will automatically cover new and existing customers on any handheld device anywhere in the world unless you've opted into a suitable monthly roaming bundle.

We'll send you free regular text alerts before every £5 charging step in Europe or £15 charging step in the rest of the world, to help you manage your spend while you're away. And just so you know, we count a calendar day as midnight to midnight UK GMT/BST time.

Using the internet on your mobile abroad

	Zone 1: Europe	Zone 2: Rest of the world
First 5MB	£1 per MB	£3 per MB
Every 5MB thereafter	£5	£15

From 1 July 2010 you'll automatically be opted in to a regulatory spending cap of €50 (roughly £43) when data roaming in Europe. If you don't want the spending cap, just call **191** or text '**STOP**' to **40209**.

Sorry – you can't take everything with you

Unfortunately, some of our products such as Vodafone Family do not apply when you use your phone outside the UK. To find out more, visit vodafone.co.uk/goingabroad