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Vodafone EU Roaming Changes from 15th June 2017

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From **15th June 2017** charges for roaming are changing, making it easier and more cost-effective for customers to use their mobile abroad.

Charges in our European zones are changing specifically to align with new legislation being introduced by our regulator Ofcom this summer. These changes are designed to provide customers with clear and transparent pricing, as well as predictability and choice when using our mobile services internationally. This means that roaming charges will be abolished in **Europe Zone 1**.

Changes are also being made to the way we charge for calls across our European and Rest of World Zones.

Please note: there are some important differences between the roaming proposition for Small Business customers and SME/Large corporate customers, which are explained in this update. Read on to find out how these changes will affect you and your customers.

Overview

Who do these changes impact?

- Our entire mobile base will be impacted by these changes.
- There will be different product and pricing changes implemented by customer base. The Small business base will see a different set of changes to SME/Large Corporate customers.

Need to Know:

- The EU regulatory changes won't come into effect until 15 June 2017, until then existing bundles & pricing are still in place.

European roaming changes

- Regulation states that as of **15th June 2017** operators will only be able to charge customers, roaming within Europe Zone 1 their domestic UK charges.
- For **Consumer & Small Business** we will offer **ZONE 1 AND ZONE 2** as part of our proposition – which is fantastic news for our customers as we are offering them more so they can roam for less!



- Because of the above changes, as of 15th June 2017, **EuroTraveller** will no longer be charged for, instead domestic UK charges will apply.

World roaming changes

- We're also simplifying our roaming proposition in our World zone by **replacing World Traveller with our latest roaming service - 'Global Roaming'**, to simplify our charges in our World Zone. Global Roaming will be available on the following plans, from 15th June 2017:

–Red Plans: 4G Red, Red, Red+, Red Business Essentials, RED Essentials, RED Extra, RED Entertainment, Red Bundle, Red Value Bundle

- With Vodafone Global Roaming customers will be able to use their UK allowance – whether minutes, texts, or data
- Anywhere in our World Zone for just £5/day.
- Global Roaming will be integrated into our Consumer tariffs, which means it will now become compulsory (i.e. it cannot be removed) for all customers on these tariffs.



Tariff Changes

Small Business Tariffs

Tariff Name	Europe Zone 1	Europe Zone 2	Global Traveller	Tariff Status
VF EU Red Bundle	Charged at UK rates		Included	Current
VF EU Red Standard Bundle			Included	Current
VF EU Red Value Bundle			Included	Current
VF Unlimited			Included	Legacy
VF Red			Included	Legacy
VF Red 4G			Included	Legacy
VF Red Basic 600 mins			Included	Legacy
VF Red Bundle			Included	Legacy
VF Red Value Bundle			Included	Legacy
VF Red Data Sharer			Included	Legacy
VF Red Standard Bundle			Included	Legacy
VF Red Value Bundle			Included	Legacy



SME & Large Business Tariffs

Tariff Name	Europe Zone 1	Europe Zone 2	Global Traveller	Tariff Status
VF Business Advance Basic	Charged at UK rates	Euro Traveller still available at £2.50 per day (or standard roaming rates apply)	Included	Current
VF Business Advance Basic BT			Included	Current
VF Business Advance Extra			Included	Current
VF Business Advance Extra BT			Included	Current
VF Mobile Broadband			Optional	Current
VF Red Business Share 4G			Included	Legacy
VF Red Sharer			Included	Legacy
VF Datawnorm MBB Base			Optional	Legacy
VF Vodafone Data World			Optional	Legacy
VF SB Sharer			Optional	Legacy
VF SB Single		Optional	Legacy	
VF Business Choice		Standard roaming rates apply	N/A	Legacy



VF Total Business		Standard roaming rates apply	N/A	
VF VVT Euro Tariff			N/A	
VF Wholesale PPM Tariff			N/A	Current

Tariff Add ons

Tariff / Option	RRP	Change
Business Advance		
VF Business Advance Traveller	£5.00	Euro traveller charge removed from all tariffs a £6.00 reduction in line rental has been applied to accommodate this change and the 100 international minutes have increased to 200 minutes
VF 1GB Roamed Data	£100	Does not include Europe, Rest of World, Zone 1 only
VF 2GB Roamed Data	£150	Does not include Europe, Rest of World, Zone 1 only



Where can I Roam?

List of Countries by Zone:

Europe Zone 1:

Austria	Belgium	Bulgaria	Canary Islands	Croatia
Cyprus	Czech Republic	Denmark	Estonia	Finland
France (inc. Corsica)	French Territories (inc. French Guiana - Guadeloupe - Martinique - Mayotte - Reunion - 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. Canary and Balearic Islands)	Sweden			

Europe Zone 2:

Albania	Bosnia and Herzegovina	Faroe Islands	Guernsey	Isle of Man
Jersey	San Marino	Switzerland	Turkey	



Global Roaming Zone:

Anguilla	Antigua and Barbuda	Argentina	Aruba	Australia
Barbados	Bermuda	Bonaire	Brazil	British Virgin Islands
Canada	Cayman Islands	Chile	China	Colombia
Congo	Democratic Republic of Congo	Costa Rica	Curacao	Dominica
Dominican Republic	Ecuador	Egypt	El Salvador	Ghana
Grenada	Guatemala	Guyana	Haiti	Hong Kong
India	Indonesia	Israel	Jamaica	Japan
Kenya	Lesotho	Mexico	Mozambique	New Zealand
Panama	Peru	Puerto Rico	Qatar	Russia
Saba	Saint Eustatius	Saint Maarten	Serbia	Singapore
South Africa	St. Kitts and Nevis	St. Lucia	St. Vincent	Suriname
Thailand	Trinidad and Tobago	Turks and Caicos Islands	Uruguay	US Virgin Islands
USA				



Rest of World Zone 1:

All other countries

Rest of World Zone 2:

Andorra	Belize	Bhutan	Burundi	Comoros
Cook Islands	Cuba	Djibouti	Equatorial Guinea	Ethiopia
Greenland	Laos	Lebanon	Libya	Madagascar
Maldives	Sao Tome and Principe	Solomon Islands	Turkmenistan	Uzbekistan



Inclusive Roaming Fair Usage Policy

Inclusive roaming services in Europe Zone 1 and 2 are intended for use during periodic travel and not for customers roaming across foreign networks on a semi-permanent or permanent basis.

If customers' use their mobile in the Europe Zone 1 and 2 for more than 50% of the time in any four month rolling period, they will receive a text requesting more moderate use of our roaming services.

If customers' usage in the Europe Zone 1 continues to exceed 50% as described above, over the one-week period following the first notification, customers may be charged for further use or bar them from using our roaming services.

Customers will be notified before we do this.

Data spend-caps

If a customer is on one of these plans:

4G Red, Red; Red+, Red Business Essentials, RED Essentials, RED Extra, RED Entertainment, Business Value, Business Extra, Business Single plans, Standard Bundle, Red Bundle, Red Value Bundle, Your 4G data plan

The 50 Euros European data spend-cap will be removed from both Europe Zones 1 and Europe Zone 2 – this means there will not be any data spend-cap operating in European destination countries.

If a customer is on any other price plan:

- In Europe Zone 1: there will be no data spend-cap in place.
- In Europe Zone 2: the 50 Euros data spend-cap will continue to operate. This is currently set at £39.33 GBP but, if there is a fluctuation of the Euro/GBP exchange rate on 1st May 2017, it could be adjusted on 1st July 2017.