# **OUR SERVICES**



## **Worldwide Daily Roaming Services**

#### O2 World Travel Select (WTS)

WTS allows users full access to their UK bundles, allowances and rates whilst roaming worldwide for just £6.15 (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.





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.

# **OUR SERVICES**



### **Worldwide Daily Roaming Services**

#### **O2** TravelPlus

TravelPlus is an alternative to World Travel Select (WTS) but is aligned directly with TravelFree and is only available on selected tariffs. Like WTS, it offers an alternative to pence per minute rates in the form of a daily roaming rate of £6.15 per day (ex. VAT). It will allow users full access to their UK bundles, rates and allowances whilst roaming in a selection of worldwide destinations. When utilising TravelPlus, you can call back to the UK and call within the same country you are currently in without incurring out-of-bundle charges.

#### TravelPlus 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.





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.

# **OUR SERVICES**



### **Worldwide Daily Roaming Services**

#### Good to know

- O2 TravelFree and TravelPlus work together, as do Vodafone 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.
- All tariffs that include TravelPlus, which were created or released after March 2020 for O2 and April 2020 for Vodafone, will offer UK out-of-bundle rates, as opposed to roaming rates which apply to all tariffs prior to those dates listed. Also, roaming services will invoice the daily roaming fee for any liable utilisation of service. For example, in some instances a call record may list a call as "OMb", this means data was used, but as the amount was under a single Mb, the Kb value is not displayed within Call Record.

### Worldwide 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\*

#### 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)

\*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.

### **Contact us today!**

