Last reviewed 11/03/2025

The following terms and conditions apply to Vodafone World roaming, our standard roaming service when Roaming outside of Europe. By using Vodafone World, you (the "Customer") agree to the following terms. Please save copy of these for your records:

Vodafone World rating information is provided on our website <u>terms</u> to use as a guide for you to calculate your roaming charges. All prices are displayed in euro and may change without notice. All Vodafone World voice, text and data rates displayed to the nearest cent are inclusive of VAT.

It is Vodafone's policy not to charge Customers for diverted voicemail calls received by Customers while roaming internationally. However, there may be rare occasions where due to circumstances beyond Vodafone's control, this technically will not happen, and in these circumstances, Vodafone will reimburse the entire amount charged for such diverted voicemail calls on request. Please contact us if you have not received a reimbursement in any of the ways <u>pay as you go</u>, broadband and TV | Vodafone

In Vodafone World roaming, there are 6 roaming zones as follows; (i) "Europe", (ii) "Select Countries", (iii) "USA & Canada", (iv) "Rest of the World", (v) "International Airspace", and (vi) "International Waters".

Roaming in Vodafone World "Europe" Zone

As a Vodafone Bill pay customer you will be able to use your home allowance of data, calls and text at no extra cost. It's also free to receive calls and texts from home when you are travelling in Europe

As a Vodafone Pay As You Go customer you will be able to use your home allowance of calls and texts along with your home allowance of data, at no extra cost. A fair usage roaming data allowance applies on our Pay As You Go Vodafone X and Pay As You Go unlimited plans, and more details can be found on https://n.vodafone.ie/support/mobile/travelling-abroad.html in the dropdown What data allowance is included on my pay as you go plan in Europe? It's also free to receive calls and texts from home when you are travelling in Europe.

For more information; please refer to <u>this link</u>, What is included when I travel in Europe? . A list of the countries covered in the Vodafone World Europe Zone can be found at in <u>roaming</u>, Vodafone World - Europe rates apply in these countries.

Roaming in Vodafone World "Select Countries" Zone

When Roaming in the Vodafone World "Select Countries" Zone, the applicable roaming rates can be found on <u>roaming</u>.

A list of the countries covered in the Vodafone World Select Countries Zone can be found at roaming in the dropdown Vodafone World - Select Countries rates apply in these countries

Customers who signed up to our Billpay unlimited plans, (listed below and as may be updated with new plans from time to time) on or after 16th May 2024 can use their home allowance at no extra cost when visiting the four countries included in the "Select Countries" zone. In these countries, Albania, Kosovo, Monaco and San Marino, for Customers with an eligible plan, voice, texts and data

are treated the same as when roaming in our Vodafone World Europe zone. The following is the list of eligible plans.

RED Lite

RED Unlimited

RED Unlimited Max

RED Unlimited SIM Only

RED Unlimited Max SIM Only

Unlimited Lite Sim Only

RED Unlimited 30 day

RED Start

Please Note: When visiting the four countries included in the "Select Countries" zone, Customers who were already signed up on these plans before 16 May 2024 will be charged the standard roaming rates of Home rate + 6c MB for making calls per minute, 1c for receiving calls per minute, Home rate + 2c for texts and Home rate + 6c MB for data.

Roaming in Vodafone World "USA & Canada" Zone When Roaming in the Vodafone World "USA & Canada" Zone, the applicable roaming rates can be found on <u>roaming</u>.

Roaming in Vodafone World "Rest of the World" Zone

When Roaming in the Vodafone World "Rest of the World Zone", the applicable roaming rates can be found on roaming.

A list of the countries covered in the Vodafone World "Rest of the World" Zone can be found at roaming, in the dropdown - Vodafone World - Rest of the World rates apply in these countries.

Vodafone World Rest of World "Roaming Data"

When using roaming data in Rest of World countries, you receive a data allowance for a standard fee. The lists of countries and the applicable roaming rates can be found on <u>roaming</u>, in the section Vodafone World Roaming Data, listed under Global Explorer 1000, Global Explorer 500, Global Explorer 100, Global Explorer 10

These are our Standard Roaming Data rates, you do not need to do anything to avail of them and you are only charged on the days you use data in a Rest of World country.

The "start of a new day" is based on 00:01am Irish Standard Time.

At the start of each day your data allowance renews.

Any unused data from your daily allowance cannot be carried forward to the next day.

Once the daily data allowance is used per MB rates apply for any additional usage on that day.

RED Roaming has higher priority in the RED Roaming countries, if you are on RED Roaming the RED Roaming rates apply.

We have two weekly roaming data bundles available for use in the Rest of World region.

The Roam Tour bundle provides an allowance of data for a set fee. Further details, including the eligible list of countries, can be found on <u>roaming</u>,

The Roam Extra bundle provides an allowance of data for a set fee. Further details, including the eligible list of countries, can be found on <u>roaming</u>,

The weekly roaming bundles can be used for up to 8 days including the day of purchase. The bundle starts immediately following purchase and we recommend not to buy the bundle until the day you depart from Ireland or on arrival at your destination.

The same weekly bundle can be used across multiple countries in the bundle footprint.

Once you have used a weekly bundle allowance or if the bundle has expired the Standard Roaming data rates apply (see Global Explorer rates). If you prefer you can buy another weekly bundle.

Customers on RED Roaming, visiting a RED Roaming country and with a weekly bundle will consume data from the RED Roaming allowance first and then from the weekly bundle.

Note the weekly bundles cannot be used in our Europe region.

Using your phone in flight and at sea. (International Airspace & International Waters

While we cannot guarantee coverage when you're travelling at sea, customers may be able to pick up some maritime service providers. Some airlines now allow passengers to use their mobiles during flights.

Please note when you are travelling by air or sea that Roaming rates apply in International Airspace and International Waters and are not covered by EU Regulations.

When Roaming in the Vodafone World "International Waters" & "International Airspace", the applicable roaming rates can be found on <u>roaming</u>.

Charges for premium rate and satellite calls are not eligible for Vodafone World rates and will vary according to the service used.

Vodafone cannot guarantee access to coverage within any foreign country.

These terms and conditions apply in addition to the general terms and conditions of the Vodafone Mobile Telecommunications service; terms.