

## How to avoid the holiday mobile bill blues: Tips for using your mobile abroad



### 9. The local SIM option

If you are out of the country for a long period of time, it could be cheaper to buy a local SIM card that can be used in your handset or a local dongle. Check with your operator before you leave that you are able to do this.

### 10. Alert your operator immediately if your phone is lost or stolen

If your phone is lost or stolen when you are out of the country, remember that you could be liable for the cost of the calls made in that country. Make a note of the contact details of your operator before you travel to ensure that you can get in touch with them as soon as possible to report the loss.

#### Operator contact numbers:

3 08707 330 333

O2 08705 678 678

Orange 0800 079 2000

T-Mobile 0845 412 5000

Tesco Mobile 0845 301 4455

Virgin Mobile 0845 6000 789

Vodafone 08080 044 423



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# Ten tips to keep down mobile bills while abroad

Today there are a variety of offers available if you want to use your mobile or download data when abroad. By following these tips, you can ensure that you get the best value for money from your operator and reduce the risk of returning to the UK with an unexpectedly large bill.

## 1. Enable your mobile phone

Check with your mobile provider that your phone has been enabled to use abroad. Operators are obliged to provide this information to customers.

## 2. Check your handset

Check with your mobile provider that your handset will work in the country you are travelling to.

## 3. Check the prices before you leave

Contact your mobile provider to check your tariff before you travel to help avoid unexpectedly high bills.

## 4. Ensure you are getting the best deal

Check international packages offered by operators before you travel to ensure you are getting the best deal. Operators must make the Eurotariff available and actively offer it to all roaming customers. Customers can request to switch to or from the Eurotariff at any time and operators must switch the customer within one day.

## 5. For now, the pan European tariff only applies to voice calls

Remember that the pan European tariff (Eurotariff), which has helped to reduce the cost of calls, currently only applies to voice calls, not to texting and data downloads. It is available from all operators across most European countries, but is **not** available in Switzerland, Turkey or Croatia.

## 6. Check your bundles

Don't assume that the price of calls made abroad are included in your bundled package. Operators must give clear information on the cost of making calls abroad.

## 7. Don't forget voicemail

Remember that calling your voicemail from abroad can cost the same as making a call to the UK – check with your provider if in doubt. At the moment, unlike at home, you may be charged every time someone leaves a message on your voicemail. If you want to avoid these charges, you can switch off your voicemail before you leave the UK.

## 8. Using mobile internet abroad

Be aware that when connecting to the internet via a dongle, data card or smart phone while abroad will cost more than when using them at home. Operators must give their customers additional information on request and free of charge on the per-minute or per-unit charges for downloading data. Alternatively, if you're worried about costs, ask your operator to disable data roaming on your phone.

