

Please see below for the comments from Tesco Mobile:

- Individual spend caps with a Bon Voyage message is a difficult undertaking (so 6 months could prove a challenge). Referring someone to a free of charge option to find their spend cap would be easier (in other words you could call the IVR currently)
- Generally providing an easily accessible and free of charge channel is not that simple. It really leaves us with just the IVR (4488), or 282 (advertised as 280 when abroad) which we currently already use. Free web pages or free rating Apps is not always suitable – reasons being:
  - It's hard to get them working for free the world over
  - To access a free website or a free rated App you'd have to switch on data roaming – switching on data roaming in a non-EU country causes other things to happen which are not free; and at our costs of £5/MB that's not cheap.
- Is it really appropriate to offer an opt out on roaming messages, as they're not marketing and not receiving the relevant information could be quite detrimental to customers, e.g. bill shock, etc?