

Roam Like At Home (RLAH)

Here is a detailed breakdown of how we intend to implement the changes to fall in line with the new legislation:

RLAH on Orbex Vodafone and O2 ABS (O2 ABS applies to Orbex Unlimited on O2)

Additional EU destinations will be added to all current UK only bundles

The 45 destinations listed below will be added to all current Vodafone UK only bundles. This will also exclusively be replicated for Orbex O2 users on the **Unlimited** tariff

Europe Zone 1

Austria, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French territories, 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. Balearic Islands), Sweden.

Europe Zone 2

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

Daisy Euro Travel will be retired

Orbex Euro Travel (ET) is currently available to users to access their UK allowances for a daily roaming fee of £2.50 exc. VAT per day. We will no longer be able to apply a surcharge for usage within Europe, and as such, this service will be retired as of 15th June 2017.

World Travel Select adjustments

Orbex's World Travel Select (WTS) will be updated from 15th June 2017 alongside the retirement of Euro Travel to ensure it no longer charges a daily rate for users roaming in EU Zone 1 or 2. However, for £5.00 exc. VAT per day, users will still be able to access their UK/EU allowances whilst in the following destinations:

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

Please Note: New destinations to be applied to WTS for 1st June 2017 are highlighted.

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Roaming EU minute and data value added bolt-ons will be retired

Although the roaming minute options do include calls made whilst roaming to 'out of zone' destinations, they still incorporate a surcharge for standard usage within zone and back to the UK, and as such, must be retired. At this stage, we are looking at alternative options but no replacements have yet been agreed. If you have any concerns around end users regularly making calls to Asia Pacific or Rest of World zones whilst roaming in Europe, please contact us.

Pricing Adjustments

Out of bundle rate adjustments

Please Note: Not all rates are being adjusted and the ones that are only affect users outside of standard inclusive bundle allowances.

UK Rates	
Call Type Description	Price (pence per unit)
On Net	64.18p per minute
Cross Net	64.18p per minute
Landlines	64.18p per minute
Voicemail	64.18p per minute
SMS	64.18p per message
MMS	64.18p per message
Video call	64.18p per minute
Call Return - Vodafone (over 3600 seconds)	64.18p per minute
Call Return - Landline	64.18p per minute
Call Return - Cross Net	64.18p per minute
Call Return - Personal Numbering Service	64.18p per minute
International SMS	64.18p per minute
Non Geo Access Charge (084 and 087)*	64.18p per minute
Premium Call Access Charge (09)*	64.18p per minute
Directory Enquiries Access Charge (118)*	64.18p per minute
Radio Paging Services (i.e. 076)	64.18p per minute
Personal Numbering Services (i.e. 070)	64.18p per minute
Call Forwarding Services (i.e. 07744/07755)	64.18p per minute
Data*	4p per MB

* The data rate will be applied from 15th June 2017, all other rates will be implemented on 1st July 2017

Pricing Adjustments

Roaming - Europe Zone 1	
Call Type Description	Price (pence per unit)
Calls in Zone and Back to UK	64.18p per minute
Calls to Europe Zone 2	175p per minute
SMS	64.18p per message
MMS	64.18p per message
Inbound Minutes	FREE from 15/06/17

Roaming - Europe Zone 1	
Call Type Description	Price (pence per unit)
Roaming Minutes in Zone and Back to UK	64.18p per minute
Calls to Europe Zone 1	21p per minute
Roaming SMS	64.18p per message
Roaming MMS	64.18p per message
Roaming Inbound Minutes	Bundle inclusive from 15/06/17 and 9.94p per minute out of bundle

Roaming - Rest of the World	
Call Type Description	Price (pence per unit)
Roaming Data Asia Pacific	£4.00 per MB
Roaming Data Rest of World Zone 1	£4.00 per MB
Roaming Data Rest of World Zone 2	£7.00 per MB

Europe Zone 1 includes the following countries:

Austria, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French territories, 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. Balearic Islands), Sweden.

Europe Zone 2 includes the following countries:

Albania, Bosnia and Herzegovina, Channel Islands (inc. Guernsey, Jersey) and the Isle of Man, Faroe Islands, San Marino, Switzerland, Turkey.

For details of countries in each of these worldwide zones, please click [here](#)