

# While you're away Calling from abroad has never been easier with T-Mobile



## Useful numbers

**Emergency services**  
112 free of charge in most countries, but check before travelling.

**Customer Services**  
+44 7953 966 150

**Registered business customers**  
+44 7953 966 650

**Customers with a disability**  
+44 7953 966 122

Roaming charges apply.

## Our great roaming rates

Zone*	1	2	3	4	5	6
<b>Calling (per minute)</b>						
Making a call (voicemail included) to UK	38p	38p	55p	55p	75p	£1.40
Receiving a call	19p	19p	55p	55p	70p	£1.30
<b>Messaging (per message)</b>						
Text to UK mobile networks	40p					
Text to other international mobile networks	50p					
Receiving text/ Picture messages	<b>Free</b>					
Sending a picture message to UK and abroad	20p					

A one minute minimum call charge applies. Pay monthly price plans are charged at 30 second increments after the first minute. Pay as you go and U-Fix is charged at per second after 1st minute. VAT is included where appropriate. No VAT is charged on usage outside the EU. Some international charges can take up to two months to appear on your bill.

## Relax Holiday Bundles

Zones 1, 2, 3, 4, 5 and 6

### Text

	Cost	Per text
35 texts	£10	28p
90 texts	£20	22p

**Did you know?**

It's **FREE** to receive texts and picture messages abroad

Take control of your spending by choosing one of our great bundles.

Travelling to zones 1, 2, 3, 4, 5 or 6, take advantage of our great text bundles and benefit from even greater prices.

To add a bundle to your account, call **879** from your T-Mobile phone and select **option 1** for text bundles.

For all the legal stuff you need to know please visit [www.t-mobile.co.uk/roaming](http://www.t-mobile.co.uk/roaming)

**Calling from abroad has never been easier with T-Mobile.**

Our great roaming rates – which are the same on pay as you go or pay monthly – means you can afford to stay in touch no matter where you are in the world.

We have divided the world into six zones. Within each zone you will always pay one rate for incoming calls and one rate for outgoing calls.

For further information visit [www.t-mobile.co.uk/roaming](http://www.t-mobile.co.uk/roaming)

## Our zones\*

Zone 1	Guernsey, Ireland, Isle of Man and Jersey
Zone 2	Austria, Azores, Belgium, Bulgaria, Canary Islands, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guinea, Germany, Gibraltar, Greece, Guadeloupe, Hungary, Iceland, Italy, Latvia, Lithuania, Liechtenstein, Luxembourg, Madeira, Malta, Martinique, Monaco, Netherlands, Norway, Poland, Portugal, Reunion, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden & Vatican
Zone 3	Andorra, Faroe Islands, Switzerland
Zone 4	Canada, USA
Zone 5	Australia & New Zealand
Zone 6	Rest of the World

# Before you set off

## Coverage

Check you can use the T-Mobile service in the country you're travelling to by visiting [www.t-mobile.co.uk/roaming](http://www.t-mobile.co.uk/roaming) or by calling **150** from your T-Mobile phone.

## The right phone

Visit [www.t-mobile.co.uk/roaming](http://www.t-mobile.co.uk/roaming) to find out if your phone will work in the country you are going to. If you do not have the correct phone why not think about hiring one? Phone Hirefone on 0800 8498662 to hire the correct phone.

## Voicemail

If you want to retrieve your voicemail while abroad you'll need to use a voicemail PIN number. To set up a PIN number, call voicemail from your mobile before you leave, press **2**, then **1** and follow the instructions. You will be charged for any messages left/received. For full details of costs visit [www.t-mobile.co.uk/roaming](http://www.t-mobile.co.uk/roaming)

## Roaming options

To double check your phone is set up for roaming, call Customer Services on **150** and select options 2, 5, 2.

## Credit

If you are on pay as you go or U-Fix, make sure you have topped-up before you leave the UK, as any calls you make will be deducted from this credit.

## Charger

Don't forget to take your charger and any power adapter you may need.

# When you get there

Switch on your phone.

There will be a slightly longer delay than usual and then the foreign network's name, code name or number should appear on the screen.

If no network appears on your screen you may need to set it manually:

- Find **Network selection** in your phone's **Settings** menu
- Choose **Manual**
- Your phone will show the networks available

## Making calls from abroad back to the UK

Dial the full international number, including the country code (the UK is **+44**), and drop the **0** from the start of the area/mobile code.

For example, a UK number 020 8XXX XXXX becomes **+44 20 8XXX XXXX** (on most phones you get **+** by pressing **\*** twice).

## Making calls to the country you're in

Dial as if you were using a local mobile. You need the area/mobile code but not the country code.

## Making calls to other countries

Dial the full international number, including **+** and the country code.

## Receiving calls whilst you're abroad

When you're abroad, the person calling you pays the same as they would if you were in the UK, but you have to pay to receive the call, i.e. to have it forwarded to the country you're in. For full details of costs visit [www.t-mobile.co.uk/roaming](http://www.t-mobile.co.uk/roaming)

## Sending text and picture messages

You can send text and picture messages from over 100 countries worldwide in exactly the same way as you would at home.

It's a great way of keeping in touch and it's a lot quicker than sending a postcard! For details of charges visit [www.t-mobile.co.uk/roaming](http://www.t-mobile.co.uk/roaming)

## Share your best holiday moments with friends and family

At 20p an MMS why not show your friends back home what you're up to? You can send text messages via MMS.

## What if your phone is lost or stolen?

If your phone is lost or stolen while you're abroad, call T-Mobile Customer Services on **+44 7953 966 150** immediately.

