

# What you need to know about using your mobile phone abroad

[www.consumercouncil.org.uk/roaming](http://www.consumercouncil.org.uk/roaming)

## Changes to mobile roaming

- UK mobile phone users are no longer guaranteed free data roaming when travelling to the EU.
- Each mobile network operator may now choose to charge consumers for mobile roaming with typical charges of £2 per day to access data.
- A £45 roaming limit applies per monthly billing cycle.
- When travelling, consumers should receive automated messages with basic pricing information and notifications when they use their data allowance.

## Roaming between Northern Ireland and Republic of Ireland

- Mobile network operators must take reasonable steps to prevent 'inadvertent roaming' across the border. This is when you are still in Northern Ireland but your device picks up a signal from the Republic of Ireland.
- A number of mobile network operators have stated an exemption for roaming in the Republic of Ireland. Contact your network if you believe you have been wrongly charged.



## Top tips for consumers

1. Check for charges – check for roaming charges by contacting your provider to confirm if they will apply to you under your current contract.
2. Ask about bundles – your provider may offer deals on bundles to roam abroad at a cheaper rate.
3. Turn off roaming - turn mobile data and data roaming off and use free Wi-Fi whenever possible. Many hotels, bars and restaurants offer Wi-Fi free of charge.
4. Download content before travel – Download any must-have music, movies or apps while on Wi-Fi before you travel.
5. Consider switching - if you travel frequently to the EU you may want to consider switching your provider to avoid roaming charges.

## Latest information from each network provider

For the latest information visit: [www.consumer council.org.uk/roaming](http://www.consumer council.org.uk/roaming)