



What you need to know about using your mobile phone abroad

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.
- Before travelling to the EU, be sure to check with your mobile operator if these charges will impact you.

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.consumercouncil.org.uk/roaming