Roaming

What is international roaming?

We have put together this handy guide to explain exactly what roaming is, what 'Rome Like At Home' means for you and what charges you could possibly incur...

The Facts

International roaming is when you are able to use your mobile on another mobile network overseas while still being billed by your usual mobile service provider.

This works because the overseas network provider has a commercial agreement with your home mobile network provider and will bill your home network provider for the calls you make while on their network.

Depending on your destination and the type of roaming available there, you will generally use your existing mobile number and mobile phone to make and receive calls, access voicemail and send and receive SMS.

With the new legislation, 'Roam Like At Home' means that if you're travelling to any EU member countries, you can use the data, minutes and texts included in your bundle as if you were in the UK, paying the same prices as at home. Any voice call, SMS and data session made while travelling abroad in the EU will be deducted from the monthly package of minutes, SMS and data in the home country with no extra charges. However, contrary to popular belief, it is not entirely 'free' to roam without limit. Charges will be incurred if you exceed your data, text, or minutes package.

EU Countries are: Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain and Sweden.

And also includes, 3 countries outside the EU: Norway, Iceland and Liechtenstein

The Charges

Calteq has opted for a very low level of charge compared to many carriers, with Ofcom setting the surcharge at no more than £0.17 excluding VAT per MB used. Calteq has chosen to set this to £0.029 excluding VAT per MB used over and above your allocated total data bundle. Users can increase the data bundle for a mobile user by 1GB increments. With packages available up to 40GB this offers all options. Pricing is at £2 per GB and can be added as and when required. We recommend having more data than you need as the UK is showing an increase in data use month on month. At Calteq we have data usage for an average user now showing at almost 3GB. Calteq will alert you when you have used your data allowance or you are up to the Fair Usage amount and automatically block data usage beyond them, unless you have opted out of the data cap and alert service.

Roaming *continued*

Roaming on cruise ships or airlines

Some of the most popular cruise lines have agreements in place with UK networks so you can use your pay monthly mobile at sea. Please check with your cruise provider. Call charges are different from normal roaming charges so please check before you travel. These services can often generate substantial costs. A call on a cruise ship, ferry or oil rig often uses a maritime network that will be registered in a country rather than your location at sea. This is why a call made on a ferry between Portsmouth and Spain could show on your bill as 'Iceland' or as 'Maritime,' 'AT&T' or 'Satellite,' depending on the country the network is registered in. In-flight calling (where permitted by the airline) is charged at different rates. Please check with your airline before using the service.

Global Roaming Data Cap

If you're roaming outside of Roam-free or Roam-further destinations, your data usage is capped automatically at £39.33 (€50) and you'll need to turn off your roaming data cap to continue using data once you've reached your allowance. Standard roaming rates will apply. Should you decide to opt out of this service charges will apply. Please check our Fair Usage Policy for more details.

How to switch off data roaming

Here's how to turn off data roaming on some of the most common phones:

iPhone - Go into Settings > Cellular, then tap the data roaming slider to off.

Samsung - Go into Settings > More Networks > Mobile Networks, then untick the data roaming button.

Blackberry - Go into Manage Connections > Mobile Network Options, then change Data Services While Roaming to off.

Windows phone - Go into Settings > Mobile Network > Data Roaming Options, then select "do not roam".

Many apps and programs, as well as the operating systems themselves, routinely check for available updates and download them automatically. So be sure to turn these off too!