

## Travelling abroad

At Total we realise that a lot of our customers travel abroad on business at regular intervals. Before leaving the UK, you will need to ensure that all of your services are set up correctly and this guide covers the main points to consider prior to your departure. Of course, Total cannot account for every eventuality but if any circumstances not covered were to arise, you can rest assured that they will be dealt with.

When travelling abroad, we are reliant on international networks to provide your service. O2 have roaming agreements with various networks in different countries. These are called preferred networks.

For a list of O2's preferred networks please visit <http://www.o2international.co.uk>. We would advise you to check this link before you travel in order to familiarise yourself with the recommended networks to use.

If you should experience any problems whilst abroad there are two troubleshooting actions that can be completed which will normally rectify the issue:

- **A hardware reset**

To perform a hardware reset please remove the battery from your handset whilst it is switched on and then replace it. The phone should turn back on automatically.

- **Manual roaming**

To select manual roaming, go to settings under the network menu and you will be given the option to select manual or automatic. Select manual to see a list of available networks, then select one of the preferred networks for that country.

## Voicemail

Whilst in the UK you would normally dial 901 to retrieve your messages. In some countries outside of the UK, O2 do not have short code agreements with the international networks which means that dialling 901 would not work. In these instances, you will need your personal voicemail PIN number alongside your VRN (voicemail retrieval number) in order to access your messages. To obtain your VRN please call 91780 or 1780 from your handset. Be sure to then store it in your phone book for future reference.

If you do not know your PIN, please contact customer services on **0845 070 5460** and we will contact the network to get your voicemail PIN reset before you travel. As soon as this is processed you will need to dial 901 from your handset to set up your personal 4 digit PIN code. You will not need to do this every time you go abroad, providing you keep a record of your PIN.

## Data abroad: mobiles and data cards

New EU legislation regarding data roaming charges and their limits came into effect on 1<sup>st</sup> July 2010. The directive makes it compulsory for us to put a cap of £40 data roaming charges on all connections unless you have specified otherwise. A number will then be barred for all data use until we have written confirmation that the user has returned to the UK; please bear in mind that this may have a serious impact on your service continuity.

The various data roaming options we have available are detailed within this document but we will require prior notification in order to put these in place. Alternatively, if you require any further information you can contact your Customer Service Account Manager on **0845 070 5460**.

When using data abroad please be aware that this is chargeable even if you have a domestic bolt on or an 'unlimited' tariff. If you do not have an international bolt on, the following charges will be applied:

**Europe:** £2.55 per MB (ex VAT)

**Rest of World:** £6.00 per MB (ex VAT)

There are various bolt ons available on a one month basis or a twelve month basis depending on how often you will be travelling (*NB – these are not available on any numbers that form part of a bundle tariff*). These are listed below:

**Minimum twelve month bolt on options:**

10MB £10.00 per month

50MB £35.00 per month

200MB £70.00 per month

**One calendar month bolt on options:**

10MB £17.02 per month

50MB £42.55 per month

200MB £127.66 per month

All prices exclude VAT

Please note that if one month bolt ons are added part way into the month, then you will be billed for the remainder of that month plus one calendar month's charge. Therefore, if you know that you are going abroad the following month, please inform Total as soon as possible so that the bolt on can be added from the 1<sup>st</sup> of the month that you are actually travelling. At this time, you will also need to stipulate when the bolt on is to be removed.

As a very general guide, 1MB of data could be used in the following ways:

- Browsing 8 basic web pages
- Sending or receiving 200 text emails without attachments, or 10 text emails with basic one page attachments
- Downloading approximately one minute of medium quality audio or low quality video from a third party
- Downloading three mobile phone games
- Streaming approximately 35 seconds of TV media

### **Data abroad: BlackBerry**

There are three options available for BlackBerry users for using data abroad. They can only be used for email or accessing the internet via the BlackBerry APN. If the device is used for anything else e.g. as a modem, this will not be covered.

**Daily roaming:** £5 per 24 hours (approximate cost)

**Monthly roaming:** £20 per month (minimum of 3 months)

**Per MB roaming:** £2.55 per MB within the EU / £6 per MB outside of the EU

The first two options give you unlimited data abroad; which option is best for you will depend on how long you are away for.

For example, if you are going to be abroad for over twelve days, then the monthly roaming option would be more suitable as it will be more cost effective. The third option is suitable for customers that are infrequent data users, expecting to use a limited amount of data whilst abroad.

### **Voice: O2 My Europe Extra**

Total offer a service called My Europe Extra, at a cost of £10 plus VAT per month. Please note however this bolt on is applied for a minimum three month period.

My Europe Extra provides:

- Free received calls in Europe\*
- Flat rate charge of 21p per minute for calls made:
  - Within the European country being visited
  - From a European country back to the UK
  - Within Europe

The My Europe Extra Bolt On can be added for just three months or you may prefer a recurring Bolt On, which will only be removed upon request.

**Monthly Cost:**           £10.00

#### **\*European Countries included:**

Andorra	Hungary	Netherlands
Austria	Iceland	Norway
Belgium	Ireland	Poland
Bulgaria	Italy	Portugal
Cyprus	Isle of Man	Romania
Czech Republic	Jersey	San Marino
Denmark	Kosovo	Slovakia
Faroe Islands	Latvia	Slovenia
France	Liechtenstein	Spain
Germany	Lithuania	Sweden
Greece	Luxembourg	Switzerland
Gibraltar	Malta	
Guernsey	Monaco	

All prices exclude VAT

## **Contact us**

If you have any concerns regarding data usage whilst abroad or any services queries in general regarding international travel, please do not hesitate to contact us on **0845 070 5460**.

For further company information and details of our full range of services please visit our website – [www.total-ltd.co.uk](http://www.total-ltd.co.uk).