

# Ten tips to keep down mobile bills while abroad

Today there are a variety of offers available if you want to use your mobile or download data when abroad. By following these tips, you can ensure that you get the best value for money and reduce the risk of returning to the UK with an unexpectedly large bill.

## 1. Enable your mobile phone

Check with your mobile provider that your phone has been enabled to use abroad. Operators are obliged to provide this information to customers.

## 2. Check your handset

Check with your mobile provider that your handset will work in the country you are travelling to.

## 3. Check the prices before you leave

Contact your mobile provider to check your tariff before you travel to help avoid unexpectedly high bills.

## 4. Ensure you are getting the best deal

Check the different international packages on offer before you travel to ensure you are getting the best deal.

## 5. The Eurotariff and the Euro-SMS tariff

EU law requires all mobile companies to offer special voice and SMS tariffs called the Eurotariff and the Euro-SMS tariff. Companies cannot charge more than a specified amount for these tariffs. They are available across most European countries but not in Switzerland, Turkey or Croatia.

## 6. Check your bundles

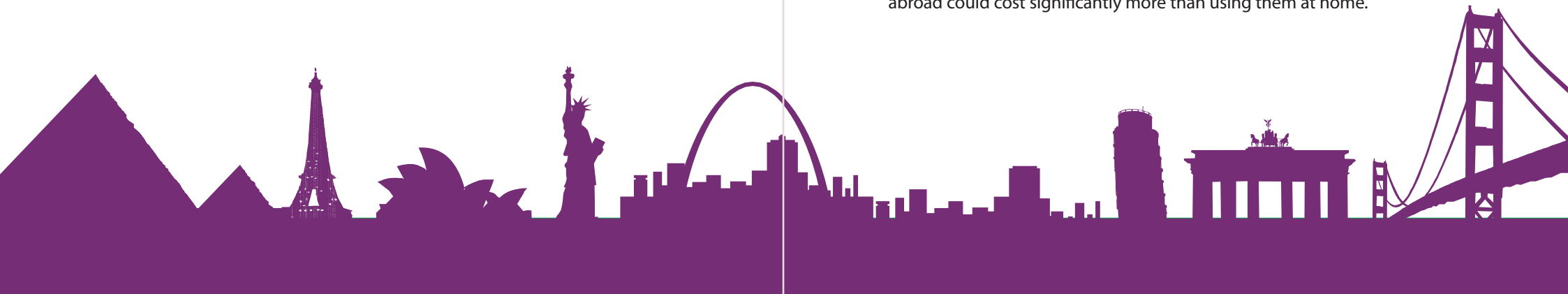
Don't assume that the price of calls made abroad is included in your bundled package

## 7. Don't forget voicemail

Remember that calling your voicemail from abroad can cost the same as making a call to the UK – check with your provider if in doubt. Unlike at home, you may be charged every time someone leaves a message on your voicemail. If you want to avoid these charges, you can switch off your voicemail before you leave the UK.

## 8. Using the internet abroad

Be aware that connecting to the internet via a mobile handset, dongle or data card (a portable modem which provides internet access via the 3G network) while abroad could cost significantly more than using them at home.



## 9. The local SIM or dongle option

It could be cheaper to buy a local SIM card that can be used in your mobile handset, or a local dongle for your laptop, especially if you often visit the same country. International SIM cards and dongles are also available, which work in a variety of different countries. It is also worth checking the price of using local WiFi hotspots.

## 10. Alert your operator immediately if your phone or dongle is lost or stolen

If your phone or dongle is lost or stolen when you are abroad remember that you could be liable for the cost of any use in that country. Make a note of the contact details of your operator before you travel to ensure that you can get in touch with them as soon as possible to report the loss.

### Operator contact numbers:

3 08707 330 333

O2 08705 678 678

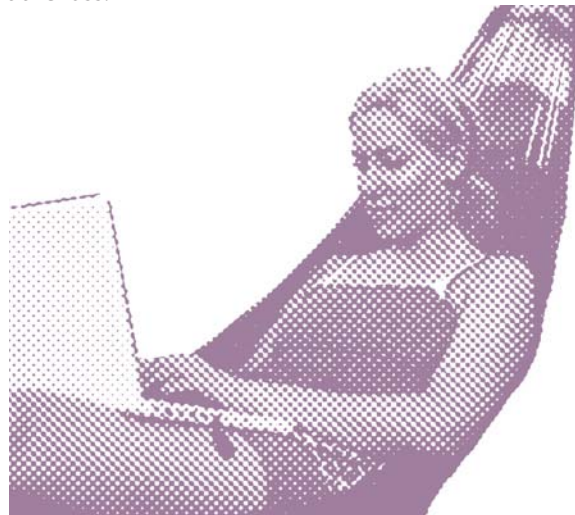
Orange 0800 079 2000

T-Mobile 0845 412 5000

Tesco Mobile 0845 301 4455

Virgin Mobile 0845 6000 789

Vodafone 08080 044 423



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