Using your phone abroad

Enjoy happier travels with our quick roaming guide.



Hello sunshine

How to use your phone abroad

Whether it's a city break, a ski adventure or a week on the beach, we think you should be able to call, message and send your smug selfies home without a worry. You can use your Virgin Mobile phone in over 170 countries.

If you're travelling in the EU, Roam Like Home means you can use your UK texts, minutes and data allowances in the EU, and pay no more than you would in the UK*. Outside the EU, you won't be able to use your UK allowances, so don't forget to top up your credit and keep an eye on your usage.

Outside of the EU data charges apply and you'll be charged per megabyte depending on the country you're roaming in. For more information visit **virginmedia.com/** roaming

Read on to make the most of your little travel companion.

*Subject to our fair use policy



Coverage checker

Where you can use your mobile abroad

From rainy campsites to shopping in New York, we let you roam in hundreds of countries. Find your destination at **virginmedia.com/roaming**

And don't forget, Roam Like Home lets you use your mobile all over the EU, at no extra cost – subject to our fair use policy.



Ready to roam?

Check in for roaming

To get your phone ready for roaming, or check you're ready to go, all you need to do is visit **virginmobile.co.uk/youraccount**

Once logged in go to Plan and Device and select the Manage Services tab. Make sure Roaming is On and International Call Bar is Off.

For help or extra information, including how to update your Access Point Names (APN), MMS or Data settings, visit **virginmedia.com/roaminghub** or call us free on **789** from your Virgin Mobile phone.

Know what you can use

In the EU

With Roam Like Home, you can use your mobile wherever you go in the EU and pay no more for your minutes, texts and data than you would in the UK, subject to our fair use policy.

On top of this, you'll pay nothing extra for calling and messaging other mobiles and home phones in the EU. And if you go over your allowances, run out of credit or need a bit more data, you'll still pay no more for extra minutes, texts and data than you would back home.

Outside the EU

If you're travelling outside of the EU, you'll be charged our out of allowance rates for calls, texts and data. For more information visit. **virginmedia.com/roaming** Just so you know, sending an MMS (picture message) costs 30p on Pay As You Go and 50p if you're a Pay Monthly customer.

Make and receive calls

Wherever you are, people can call you as normal. If you would like to make calls remember to remove the zero from the start of the number you would like to dial and add the country dialling code - for the UK it's **+44**. So, **07777123456** would become +**447777123456**.

Getting your voicemails

If someone leaves you a voicemail, you can listen to it like normal. Receiving voicemail messages abroad is free of charge. To pick up your messages, access your voicemail, press the *#* key, and enter your voicemail PIN (which you'll have set up at home). You won't always see a voicemail symbol – so if you're expecting a call, check from time to time.

Get data-smart

Using a smartphone? It's generally a good idea to turn off roaming data when you aren't using it. Certain apps use data to update in the background, which could quickly chomp through your allowance. Instead, turn data roaming on and off by going into your settings. This way you'll have more control of when you use it.

To save your data for later (or a rainy day), connect your mobile to WiFi instead.

Data cap limits

Post-trip blues are bad enough without nasty surprises lurking in your mobile bill. So we'll cap your data roaming usage at $\pounds 52.70^*$ (unless you tell us otherwise), and text you when you've hit 80% of your roaming usage ($\pounds 42.20$), and another when you've hit your limit.

Top Up

Need to top up while you're away? Just call **789**. We'll always let you know when you're close to running out.

*This amount includes VAT.



Browsing and using social apps

Selfies on the beach? Need to dash off a quick email? Looking for reviews of a restaurant? You can use your UK allowance in the EU with Roam Like Home, including data free messaging, subject to our fair use limits.

Lost or had your phone stolen?

If your phone goes missing, you should tell local police by dialling **112**. This will automatically connect you to emergency services in your destination. Then give us a call on **+447458333789** so we can block your SIM. If you have phone insurance with us, we'll also get your claim form sent.



Need help while you're away?



Call **+44 7458 333 789** or visit **virginmobile.co.uk**

International dialling codes

So you've got them handy, here are all the dialling codes for countries you might visit in the EU:

UK	+44	Greece	+30
Spain	+34	Netherlands	+31
France	+33	Portugal	+351
Italy	+39	Belgium	+32
Germany	+49	Switzerland	+41
Ireland	+353		

