

Don't be a stranger



vodafone

How to keep in touch abroad

Make the most of now

Home is never far away with Vodafone

Find out just how easy it is to keep in touch when you're away from home, and how to keep your costs down.

We hope you have a safe journey.

Before you leave home

- If you've never taken your mobile abroad before, you may need to get an international calling bar removed. This is easy. Just call us on 191 and we'll tell you if there is an existing bar, and we can remove it there and then.
- While you might not miss your usual routine, you probably won't want to miss any messages. You can still pick them up abroad, all you need to do is set up a security code before you go. You can do this by calling 121. Wait to be connected, then select 1, then 4, then 2.
- Text 'FROM' followed by the name of the country you're visiting to 4636, (e.g. FROM SPAIN). The text is free and we'll send you a text back, with the costs to make and receive calls and information you need for that country.

You'll also find this information at vodafone.co.uk/goingabroad

One more thing before you go – remember to pack your charger and adaptor.

A welcome when you arrive

It's all very clever. Once you've arrived, your mobile should automatically search for a network, and after a short time display one of the local networks available. If for some reason this doesn't happen, you'll need to search for a network manually. Go to the 'settings' menu, where you should find 'phone settings', depending on the model of your mobile. You'll find full details in your Vodafone user guide.

Passport lets you take your home tariff with you

Add **Vodafone Passport** to your price plan, and you'll know exactly where you are, wherever you are. To dial home from abroad, you'll pay a one-off connection fee of just 75p plus your home tariff, and, if you have any inclusive minutes left, you can use them too. It's just a 75p flat rate to receive a call. So it's much easier to work out what you've spent.

For example, a 20 minute call from France to the UK, or any French number could cost just 75p if you use your inclusive minutes or a minutes pack.

Vodafone Passport is available for all European destinations, as well as Japan, Australia and New Zealand.

Vodafone Passport Countries

Albania	Estonia	Japan	Portugal
Australia	Finland	Latvia	Romania
Austria	France	Lithuania	Slovakia
Belgium	Germany	Luxemburg	Slovenia
Bulgaria	Greece	Malta	Spain
Cyprus	Hungary	The Netherlands	Sweden
Czech Rep	Rep of Ireland	New Zealand	Switzerland
Denmark	Italy	Poland	

How much does it cost?

Calling back to the UK (or calling someone in the country you're visiting)

Pay 75p per call and then the same as you would at home

- Use your inclusive minutes or minutes pack
- Pay the standard call rates from your Vodafone price plan

Receiving calls abroad

Pay 75p per call and then it's free, just like at home for up to 60 minutes

- After 60 minutes on the same call, 20p per minute thereafter

Adding **Vodafone Passport** to your plan is simple.

Just call free on **5555**, or ask in store before you go.

To find out more, visit [vodafone.co.uk/goingabroad](https://www.vodafone.co.uk/goingabroad)

See what you're spending with Vodafone World

If you don't have **Vodafone Passport**, or if you're somewhere other than one of the 30+ countries it covers, **Vodafone World** rates apply.

We've divided the world up into 4 clear zones, making it easier to see how much your calls and texts will cost from abroad. There are flat rates for calling home, making and receiving calls and sending text messages, so it's easy to see what calls and texts cost. **Vodafone World** is already part of your price plan so the rates below apply automatically.

	Making a call	Receiving a call	Sending a text
Europe	38p	19p	Pay monthly: 35p plus your standard rate Pay as you talk: 49p
Asia Pacific*	79p 99p	75p	
USA & Canada	125p 149p	99p	
Rest of World	149p 169p	125p	

*Countries included in the zone are: Australia, New Zealand. South Africa, Singapore, Taiwan and Thailand.

Prices shown in **bold** are on a Vodafone preferred network. All other prices are for any other Network.

For a list of preferred networks

visit vodafone.co.uk/goingabroad. Prices are in pence per min.

If you Pay monthly

Pay monthly	
Calling and texting the UK	Replace the 0 with 0044 eg 07774 477 000 would be 0044 7774 477 000
Customer services	Call 191 from your mobile in the UK or 0044 7836 191 191* if you're abroad
To dial within the country you are visiting	Dial 00, followed by the code for the country you're in
To dial another country	Dial 00, followed by the country code you are calling
Listening to voicemail	121**
Sign up to Passport	Call free on 5555

* Charged at your applicable roaming rate if calling from abroad.

**If you're abroad calls will be charged at the same rate as calls back to the UK.

Save more with International Call Saver

As a Pay monthly customer, for an extra £2.50 a month – or free with some price plans – we'll discount your calls to the UK by up to 61% on our standard Vodafone World charges. If you're calling abroad from home, we'll save you up to 81%.

To add International Call Saver, call 191 or ask in store.

Sorry – you can't take everything with you

Unfortunately, however you pay, some of our products such as Vodafone Stop The Clock, Vodafone Family and Free Weekends do not apply when you travel outside the UK.

To find out more about using your phone abroad

vodafone.co.uk/goingabroad

If you Pay as you talk

Pay as you talk	
Calling and texting the UK	Replace the 0 with 0044 eg 07774 477 000 would be 0044 7774 477 000
Customer services	Call 191 from your mobile in the UK or 0044 7836 191 919* if you're abroad
Listening to voicemail	121**
Pay as you talk balance enquiry	Call free on *#1345#
Pay as you talk TopUp line	Call free on 2345
Sign up to Passport	Call free on 5555

* Charged at your applicable roaming rate if calling from abroad.

**Calls charged at the same rate as calls back to the UK.

In some countries you have to use *#123# followed by the number you're calling for making a call back to the UK or within the country you are in. For details visit vodafone.co.uk/goingabroad

Sorry – you can't take everything with you

Unfortunately, however you pay, Vodafone Stop The Clock, Vodafone Family and Free Weekends do not apply when you travel outside the UK.

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Topping up abroad

1. If you've registered your credit or debit card details with us in advance, then you can top up by simply dialling 2345 free of charge and selecting **Option 2**. If you haven't registered your credit or debit card details simply call 17298* from the UK or visit vodafone.co.uk/myvodafone to register.
2. Your UK TopUp vouchers are valid abroad too – so don't forget to take them. Just dial 2345 free of charge and select **Option 1**.
3. You can also buy TopUp vouchers in some countries. We've listed them at vodafone.co.uk/goingabroad

Once you've bought a card, dial 2345 free of charge and select **Option 6**.

To check your credit at any time, dial *#1345#

* Free to call unless you speak to an advisor – when a 25p one off charge applies.

Vodafone World terms and conditions.

Call prices listed are per minute and inclusive of VAT where applicable and minimum call charges apply. Premium rate calls are excluded. Inclusive minutes and inclusive text messages do not apply.

Vodafone Passport terms and conditions.

75p connection charge per call made or received. Selected price plans and calls. Minimum call charge 1 minute, 30 second increments thereafter. Additional charges apply to received calls of longer than 60 minutes. For full terms and conditions visit www.vodafone.co.uk/goingabroad

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Registered office: Vodafone House. The Connection, Newbury, Berkshire, RG14 2FN, England.

Registered No. 1471587.

Information correct at time of going to print.

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