

JolaMobile International Zones



Valid from June 1st 2020 until further notice

- *The information in this document relates to Jola Voice & Data (Vodafone & O2) SIM cards*
- The relevant charges, based on the different zones specified in this document, can be found in the Jola Partner Portal. Please see the 'JolaMobile Out of Bundle Rates' PDF in the 'Rate Cards' section in 'Price Lists'. (https://extranet.jola.co.uk/#Page:Rate_Cards_New)

Why this document is relevant?

Jola's voice and data SIM cards can be used across the globe to make calls, send messages and consume local network data.

When outside of the UK, depending on a) the country / region that the customer is in and b) the specific tariff that the customer is on, the SIM usage may:

- Be taken from the SIM's UK data / calls / SMS tariff allowances at no additional cost.
 - Be taken from the UK tariff allowances but incur an additional daily charge called 'Mobile Traveller' (*)
 - Be taken from the SIMs UK data / calls / SMS tariff allowances at no additional cost.
 - All be chargeable i.e. UK allowances are completely irrelevant. The specific charges charges will vary based on the country the phone is in.

(* - There are three variants of 'Mobile Traveller': 'Mobile Traveller' / 'Mobile Traveller - O2 Regular' / 'Mobile Traveller - Globetrotter'. Each represents a different daily charge. Which of the different Mobile Traveller charges applies depends on the tariff that the customer is on).

Fair Use Policy

Inclusive roaming services on Jola's mobile tariffs have been built for business users who travel periodically, and not those who roam across foreign networks on a semi-permanent or permanent basis.

If a customer uses their mobile in destinations outside the UK that qualify for inclusive access to standard bundles (this includes those countries that qualify for daily roaming services such as World Traveller and/or legislation such as Roam Like At Home), for more than 50% of the time in any four-month rolling period, they can expect to receive a communication requesting a moderation of roaming services.

If a customer's usage continues to exceed 50% as described above over the two-week period following the first notification, Jola reserves the right to either charge customers for this excessive usage or bar roaming services. Customers will be notified before any action is taken.



The Voice and data SIMs covered by each of the policies	> Vodafone & O2 Super SIM (20GB and 40GB variants) > Vodafone LargeSIM > O2 V&D Unlimited Super	> O2 Regular 1GB > O2 Regular 5GB > O2 Regular 8GB > O2 Regular 16GB > O2 Regular 32GB	> O2 SuperSIM Plus 30GB > O2 SuperSIM Plus 60GB > Vodafone V&D Unlimited SuperPlus	
Policy no' 1	'Mobile Traveller'	'Mobile Traveller - O2 Regular'	'Roam Further Like at Home'	'Mobile Traveller - Globetrotter'
Pricing	In the countries below, usage draws from the SIM's UK tariff allowances but the daily 'Mobile Traveller' charge applies every day any UK allowances are consumed. The relevant 'Rest of World' zone rates apply when out of bundle	In the countries below, usage draws from the SIM's UK tariff allowances but the daily 'Mobile Traveller - O2 Regular' charge applies every day any UK allowances are consumed. The relevant 'Rest of World' zone rates apply when out of bundle	In the countries below, no additional charge for usage to be drawn from UK tariff allowances. The 'Rest of World Zone 1' roaming rates apply when out of bundle	In the countries below, usage draws from the SIM's UK tariff allowances but the 'Mobile Traveller - Globetrotter' daily charge applies every day any UK allowances are consumed. The relevant 'Rest of World' zone rates apply when out of bundle
Zones / countries covered	Afghanistan, Albania, Andorra, Anguilla, Antigua and Barbuda, Argentina, Armenia, Aruba, Australia, Bahrain, Barbados, Bangladesh, Bermuda, Bosnia and Herzegovina, Bonaire, Brazil, British Virgin Islands, Cambodia, Canada, Cayman Islands, Chile, China, Columbia, Costa Rica, Curacao, Democratic Republic of Congo, Dominica, Dominican Republic, Ecuador, Egypt, El Salvador, Fiji, Georgia, Ghana, Grenada, Guam, Guatemala, Guyana, Haiti, Honduras, Hong Kong, India, Indonesia, Israel, Japan, Jamaica, Jordan, Kazakhstan, Kenya, Kuwait, Laos, Lesotho, Macau, Macedonia, Malaysia, Mexico, Moldova, Mongolia, Montenegro, Montserrat, Morocco, Mozambique, Myanmar, New Zealand, Nicaragua, Oman, Pakistan, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russia, Saba, St.Kitts and Nevis, St. Lucia, St. Vincent, Saudi Arabia, Serbia, Singapore, Sint Eustatius, Sint Maarten, South Africa, South Korea, South Sudan, Sri Lanka, Suriname, Swaziland, Taiwan, Tanzania, Thailand, Tonga, Trinidad and Tobago, Turkey * , Turks and Caicos Islands, Ukraine, United Arab Emirates, Uruguay, USA, US Virgin Islands, Uzbekistan, Vanuatu, Vietnam, Western Samoa.		Albania, Anguilla, Antigua, Aruba, Australia, Barbados, Bermuda, Bosnia & Herzegovina, Canada, Cayman Islands, Dominica, Ghana, Grenada, Jamaica, Kenya, Lesotho, Mexico, Montserrat, Mozambique, Netherland Antilles, New Zealand, South Africa, St Kitts and Nevis, St Vincent, St Lucia, Trinidad & Tobago, Turks and Caicos, Turkey * , UK Virgin Islands, USA.	Afghanistan, Andorra, Argentina, Armenia, Bahrain, Bangladesh, Bonaire, Brazil, British Virgin Islands, Cambodia, Chile, China, Columbia, Costa Rica, Curacao, Democratic Republic of Congo, Dominican Republic, Ecuador, Egypt, El Salvador, Fiji, Georgia, Guam, Guatemala, Guyana, Haiti, Honduras, Hong Kong, India, Indonesia, Israel, Japan, Jordan, Kazakhstan, Kuwait, Laos, Macau, Macedonia, Malaysia, Moldova, Mongolia, Montenegro, Morocco, Myanmar, Nicaragua, Oman, Pakistan, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russia, Saudi Arabia, Serbia, Singapore, South Korea, South Sudan, Sri Lanka, Suriname, Swaziland, Taiwan, Tanzania, Thailand, Tonga, Ukraine, United Arab Emirates, Uruguay, Uzbekistan, Vanuatu, Vietnam, Western Samoa.
Policy no' 2	'Roam Like At Home'			
Pricing	In the countries below, no additional charge, all usage is drawn from UK tariff allowances. Euro Zone 1 or Euro Zone 2 rates apply when out-of-bundle			
Zones / countries covered	<p style="text-align: center;"><u>EU Zone 1</u></p> <p>Austria, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Territories, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy (inc. Vatican City), Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal (inc. Madeira), Romania, Slovakia, Slovenia, Spain (inc. Balearic Islands), Sweden</p> <p style="text-align: center;"><u>EU Zone 2</u> - (* - Turkey moved to 'Rest of World Zone 1' from 01/06/2020)</p> <p>Channel Islands (inc. Guernsey, Jersey) and Isle of Man, Faroe Islands, San Marino, Switzerland</p>			

Overview of all Voice & Data tariffs

NB – On the 'unlimited data' tariffs:

- > 'O2 V&D Unlimited Super'
- > 'Vodafone V&D Unlimited SuperPlus'

The **total** roaming data is 25GB.

For full details of this, and all other tariffs, please review the details on the Jola price list [here](#)

Europe Zone 1 :

Austria, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Territories, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy (inc. Vatican City), Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal (inc. Madeira), Romania, Slovakia, Slovenia, Spain (inc. Balearic Islands), Sweden

Europe Zone 2 (Turkey moved to Rest of World Zone 1 from Europe Zone 2 from 1st June 2020):

Channel Islands (inc. Guernsey, Jersey) and Isle of Man, Faroe Islands,

Austria; Belgium; Bulgaria; Canary Islands; Croatia; Cyprus; Czech Republic; Denmark; Estonia; Finland; France; French territories; Germany; Gibraltar; Greece; Hungary; Iceland; Ireland; Italy (inc. Vatican City); Latvia; Liechtenstein; Lithuania; Luxembourg; Malta; Monaco; Netherlands; Norway; Poland; Portugal (inc. Madeira); Romania; San Marino; Slovakia; Slovenia; Spain (inc. Balearic Islands); Sweden; Switzerland

Rest of World – Zone 1: (Turkey moved to Rest of World Zone 1 from Europe Zone 2 from 1st June 2020):

Afghanistan, Albania, Anguilla, Antigua and Barbuda, Argentina, Armenia, Aruba, Australia, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Benin, Bermuda, Bhutan, Bonaire, Botswana, Bosnia & Herzegovina, Brazil, British Virgin Islands, Brunei, Burkina Faso, Cameroon, Cambodia, Canada, Cayman Islands, Central African Republic, Chad, Chile, China, Colombia, Democratic Republic of Congo, Peoples Republic of Congo, Costa Rica, Curacao, Dominica, Dominican Republic, Ecuador, Egypt, El Salvador, Fiji, French Polynesia, Gabon, Georgia, Ghana, Grenada, Guam, Guatemala, Guyana, Haiti, Honduras, Hong Kong, India, Indonesia, Iran, Iraq, Israel, Ivory Coast, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Korea, Kuwait, Laos, Lesotho, Macau, Macedonia, Madagascar, Malaysia, Mexico, Moldova, Mongolia, Morocco, Montenegro, Montserrat, Mozambique, Myanmar, New Zealand, Nicaragua, Niger, Nigeria, Oman, Pakistan, Palestine, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russia, Rwanda, Saba (Netherland Antilles), Samoa Western, Saudi Arabia, Serbia, Seychelles, Singapore, Sint Eustatius (Netherland Antilles), Sint Maarten, Solomon Islands, South Africa, South Sudan, Sri Lanka, St Kitts and Nevis, St Lucia, St Vincent, Suriname, Swaziland, Taiwan, Tajikistan, Tanzania, Thailand, Togo, Tonga, Trinidad & Tobago, Turkey, Turks & Caicos Islands, Uganda, Ukraine, United Arab Emirates, United States of America, Uruguay, US Virgin Islands, Uzbekistan, Vanuatu, Venezuela, Vietnam, Yemen, Zambia.

Rest of World – Zone 2:

Algeria, American Samoa, Belarus, Bolivia, Cape Verde, Gambia, Guinea, Guinea-Bissau, Kyrgyzstan, Liberia, Malawi, Mauritania, Mauritius, Senegal, Sierra Leone, Zimbabwe.

Rest of World – Zone 3

Andorra, Burundi, Libya, Mali, Namibia, Nepal, Sao Tome and Principe, Tunisia.

Rest of World – Zone 4

Angola, Ascension Islands, Australian External Territories, Belize, Comoros, Cook Islands, Cuba, Diego Garcia, Djibouti, Equatorial Guinea, Eritrea, Ethiopia, Falkland Islands, Greenland, Kiribati, Lebanon, Maldives, Marshall Islands, Micronesia, Midway Island, Nauru, New Caledonia, Niue, Norfolk Island, North Mariana, Palau, Saint Helena, Somalia, St Pierre & Miquelon, Syria, Timor (East), Tokelau, Turkmenistan, Tuvalu, Wallis & Futuna.