



JolaMobile O2 & Vodafone International Zones

Valid from July 1st 2023 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 SIMs 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 UK tariff allowances but incur an additional daily charge called 'Mobile Traveller' (*)
- Be taken from the SIM's UK data / calls / SMS tariff allowances at no additional cost.
- All be chargeable i.e. UK allowances are completely irrelevant. The specific charges will vary based on the country the phone is in.

* - There are three variants of 'Mobile Traveller', each represents a different daily charge. Which of the different Mobile Traveller charges applies depends on the tariff that the customer is on

- 'Mobile Traveller'
- 'Mobile Traveller - O2 Regular'
- 'Mobile Traveller - Globetrotter'
- 'Euro Mobile Traveller'

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), and they have spent more time abroad than at home with their roaming use exceeding their domestic use, we will consider them a permanent roamer and charges will apply in line with our standard roaming out of bundle costs. Roaming activity will be measured over a four month period.

Overview of all Voice & Data tariffs

NB – On the ‘unlimited data’ tariffs the maximum total amount of roaming data (EU plus any of the Rest of World zones) is 25 GB.

Any roaming data consumed above 25GB is chargeable.

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

The Voice and data SIMs covered by each of the policies	> Vodafone & O2 20GB SuperSIM > Vodafone 6GB SuperSIM > Vodafone LargeSIM > O2 V&D Unlimited Super	> O2 Regular 1GB > O2 Regular 5GB > O2 Regular 8GB > O2 Regular 16GB > O2 Regular 32GB	> Vodafone V&D Unlimited SuperPlus > O2 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' 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' 'Euro Mobile Traveller'*			
	**Roam Like At Home' applies to O2 SIMs, while 'Euro Mobile Traveller' charge applies to Vodafone SIMs. Both of them cover the same destinations, but 'Euro Mobile Traveller' is a chargeable service.			
Pricing	Euro Zone 1 or Euro Zone 2 rates apply when out-of-bundle			
Zones / countries covered	<u>EU Zone 1</u> 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 <u>EU Zone 2 - (* - Turkey moved to 'Rest of World Zone 1' from 01/06/2020)</u> Channel Islands (inc. Guernsey, Jersey) and Isle of Man, Faroe Islands, San Marino, Switzerland			

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, San Marino, 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, Kuwait, Kosovo, 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 Korea, 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.

Airways and Maritime will be charged in line with RoW Zone 4 destinations.