



VOXI by Vodafone

VOXI Global Roaming Extras Terms and Conditions

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Call 03333 043 222 or email [disability.access@vodafone.co.uk](mailto:disability.access@vodafone.co.uk) for a large print or braille version of this document.

## Who's eligible?

Global Roaming Extras are available to VOXI customers who have an active VOXI plan.

## What is Global Roaming Extras?

Global Roaming Extras consists of two types as below:

- 8 day Global Roaming Extra: 100 min, 100 texts, 2GB data. Available for £15.
- 15 day Global Roaming Extra: 200 min, 200 texts, 4GB data. Available for £25.

## How it works

1. A customer can get a Global Roaming Extra in My Account, via [www.voxi.co.uk/account](http://www.voxi.co.uk/account).
2. The Global Roaming Extra will activate immediately when the customer purchases it, however the allowances can only be used in the Eligible Countries (see below for full list of Eligible Countries).
3. The Global Roaming Extra will not automatically renew, it is a one off purchase.
4. The Global Roaming Extra will expire either after 8 or 15 days (depending on type of Global Roaming Extra), or when a customer exhausts all allowances. After it expires, the customer can purchase another one if needed.
5. If the customer wants to purchase another Global Roaming Extra before the existing one expires, the customer will lose any unused minutes, texts or data from the previous Global Roaming Extra.
6. Only one Global Roaming Extra can be used at a time. Any unused minutes, texts and data will not carry over when the Global Roaming Extra expires.
7. If the customer exceeds the Global Roaming Extra minutes, text or data, any further usage will be charged at the standard roaming price plan rate. Please see the VOXI Terms & Conditions for details.
8. A customer can view any remaining balance in My Account, via [www.voxi.co.uk/account](http://www.voxi.co.uk/account).

## Please be aware

9. The minutes and texts included in a Global Roaming Extra are for use within the Eligible Countries and/or to the UK from Eligible Countries. Calls or texts to non-

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Eligible Countries will be charged at VOXI's standard roaming price plan rate.

10. All calls are charged by the minute and will be taken from the Global Roaming Extra's allowance of minutes. Calls to other numbers including premium rate and non-geographic numbers aren't included.
11. Texts to premium numbers are not included.
12. Global Roaming Extras are for personal, non-commercial use and subject to the VOXI Terms & Conditions and Acceptable Use Policy [www.voxi.co.uk/terms-conditions](http://www.voxi.co.uk/terms-conditions).
13. For more information and charges please visit: [www.voxi.co.uk/charges](http://www.voxi.co.uk/charges).
14. We may vary or amend these terms at any time, but if it's to your disadvantage, we'll notify you.

## Condition

15. A VOXI customer must have an active VOXI plan in order to purchase a Global Roaming Extra.
16. They must be roaming in any of the 73 Eligible Countries to use the Global Roaming Extra.

## List of Eligible Countries:

- |                                      |                |
|--------------------------------------|----------------|
| 1. Albania                           | 19. Ecuador    |
| 2. Anguilla                          | 20. Egypt      |
| 3. Antigua and Barbuda               | 21. Salvador   |
| 4. Argentina                         | 22. Fiji       |
| 5. Armenia                           | 23. Georgia    |
| 6. Australia                         | 24. Ghana      |
| 7. Bangladesh                        | 25. Grenada    |
| 8. Bermuda                           | 26. Guyana     |
| 9. Brazil                            | 27. Haiti      |
| 10. Cambodia                         | 28. Honduras   |
| 11. Canada                           | 29. Hong Kong  |
| 12. Cayman Islands                   | 30. India      |
| 13. China                            | 31. Indonesia  |
| 14. Colombia                         | 32. Israel     |
| 15. Costa Rica                       | 33. Jamaica    |
| 16. Democratic Republic of the Congo | 34. Japan      |
| 17. Dominica                         | 35. Kazakhstan |
| 18. Dominican Republic               | 36. Lesotho    |
|                                      | 37. Macedonia  |
|                                      | 38. Malaysia   |

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|-----|---------------------|-----|--------------------------|
| 39. | Mexico              | 66. | Turks and Caicos         |
| 40. | Moldova             | 67. | Ukraine                  |
| 41. | Montenegro          | 68. | United States of America |
| 42. | Montserrat          | 69. | Uruguay                  |
| 43. | Morocco             | 70. | US Virgin Islands        |
| 44. | Mozambique          | 71. | Vanuatu                  |
| 45. | New Zealand         | 72. | Vietnam                  |
| 46. | Nicaragua           | 73. | Turkey                   |
| 47. | Panama              |     |                          |
| 48. | Papua New Guinea    |     |                          |
| 49. | Paraguay            |     |                          |
| 50. | Peru                |     |                          |
| 51. | Philippines         |     |                          |
| 52. | Puerto Rico         |     |                          |
| 53. | Russia              |     |                          |
| 54. | Samoa               |     |                          |
| 55. | Serbia              |     |                          |
| 56. | Singapore           |     |                          |
| 57. | South Africa        |     |                          |
| 58. | St Kitts & Nevis    |     |                          |
| 59. | St Lucia            |     |                          |
| 60. | St Vincent          |     |                          |
| 61. | Suriname            |     |                          |
| 62. | Taiwan              |     |                          |
| 63. | Tanzania            |     |                          |
| 64. | Thailand            |     |                          |
| 65. | Trinidad and Tobago |     |                          |

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