



VOXI by Vodafone

VOXI European Roaming Passes Terms and Conditions

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Version 1.6

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?

European Roaming Passes are available to VOXI customers who have an active VOXI plan.

## What is the European Roaming Pass?

A European Roaming Pass gives you the ability to use your plan's standard minutes, standard text/picture messages and data allowance when roaming in our Europe Zone. A full list of the countries in our Europe Zone can be found at the bottom of these Terms and Conditions.

All VOXI plans are subject to a 20GB per 30-day plan fair use limit when roaming in our Europe Zone. For example, if your VOXI plan includes 25GB of data a month, you can use up to 20GB of data a month when roaming in our Europe Zone without additional charges. If you reach the 20GB limit, we will give you the chance to purchase one of our Data Extras so that you can continue roaming in our Europe Zone. For further details, please see our [Acceptable Use Policy](#).

We offer four European Roaming Passes:

Duration	Cost	
1-Day European Roaming Pass	£2.45	<b>Your inclusive plan data, or 20GB fair usage (whichever is less)</b> <b>Unlimited Texts &amp; Picture messages</b> <b>Unlimited Minutes</b>
2-Days European Roaming Pass	£4.50	
8-Days European Roaming Pass	£12	
15-Days European Roaming Pass	£17	

## How it works

1. A customer can purchase a European Roaming Pass in My Account, via [www.voxi.co.uk/account](http://www.voxi.co.uk/account).
2. The European Roaming Pass will activate immediately on purchase. If you purchase a European Roaming Pass before you arrive in one of the countries in our Europe Zone, please note that your European Roaming Pass will be active from the date of purchase rather than the date of arrival. However, your data allowance in our Europe Zone will only begin to be used once you have arrived in one of the countries in our Europe Zone and begun roaming.

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3. The European Roaming Pass will not automatically renew; it is a one-off purchase.
  4. The European Roaming Pass will expire after 1,2,8 or 15 days (depending on which European Roaming Pass you purchased), or when a customer has used the amount of data included in their VOXI plan or has hit the 20GB fair use limit for their 30-day VOXI plan (whichever is less). We will notify you once your European Roaming Pass has expired and how you can purchase another one (if needed).
  5. You can only use one European Roaming Pass at a time.
  6. If you use all of the data included in your plan or hit the 20GB per 30-day plan limit (whichever is less) whilst roaming in our Europe Zone, you can either connect to Wi-Fi or buy one of our Data Extras through your online account to go with your active European Roaming Pass. We will notify you when you are close to using all of the data included in your VOXI plan or hitting the 20GB per 30-day plan limit (whichever is less). Please see the VOXI [Pricing Guide](#) for details.
  7. A customer can view any remaining balance of their VOXI plan and any active European Roaming Passes in My Account, via <https://www.voxi.co.uk/account>.
  8. You do not need to purchase a European Roaming Pass to use your plan's inclusive allowance if you are roaming in Zone A.

## Please be aware

9. The minutes, texts and picture messages included in the European Roaming Pass are for use within our Europe Zone and/or in communications to the UK from one of the countries in our Europe Zone. Calls or texts to countries outside of our Europe Zone will be charged at VOXI's standard rates. Please see our [Pricing Guide](#) for further details.
10. Non-standard calls to other numbers (including directory enquiries, premium rate and non-geographic numbers) aren't included and will be charged at VOXI's standard rates. Please see our [Pricing Guide](#) for further details.
11. Texts to premium numbers are not included and will be charged at VOXI's standard rates. Please see our [Pricing Guide](#) for further details.
12. The European Roaming Passes are for personal, non-commercial use and subject to the [VOXI Terms & Conditions](#) and [Acceptable Use Policy](#).
13. For more information and charges please see our [Pricing Guide](#).
14. We may vary or amend these terms at any time, but if it's to your disadvantage, we'll notify you.

## List of Countries in our Europe Zone:

- |                     |                                       |
|---------------------|---------------------------------------|
| 1. Aland Islands    | 7. Canary Islands                     |
| 2. Austria          | 8. Croatia                            |
| 3. Azores           | 9. Cyprus (excluding Northern Cyprus) |
| 4. Balearic Islands | 10. Czech Republic                    |
| 5. Belgium          | 11. Denmark                           |
| 6. Bulgaria         |                                       |

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|-----|-----------------------|-----|------------------|
| 12. | Estonia               | 31. | Martinique       |
| 13. | Faroe Islands         | 32. | Mayotte          |
| 14. | Finland               | 33. | Monaco           |
| 15. | France (inc. Corsica) | 34. | Netherlands      |
| 16. | French Guiana         | 35. | Poland           |
| 17. | Germany               | 36. | Portugal         |
| 18. | Gibraltar             | 37. | Reunion          |
| 19. | Greece                | 38. | Romania          |
| 20. | Guadeloupe            | 39. | Saint Barthelemy |
| 21. | Guernsey              | 40. | Saint Martin     |
| 22. | Hungary               | 41. | Saint Marino     |
| 23. | Italy                 | 42. | Slovakia         |
| 24. | Jersey                | 43. | Slovenia         |
| 25. | Latvia                | 44. | Spain            |
| 26. | Liechtenstein         | 45. | Sweden           |
| 27. | Lithuania             | 46. | Switzerland      |
| 28. | Luxembourg            | 47. | Vatican City     |
| 29. | Madeira               |     |                  |
| 30. | Malta                 |     |                  |

## Country zones:

**Zone A: Republic of Ireland, Iceland, Isle of Man and Norway**

**Zone B: All other EU countries**

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