



Roaming from A to Z

Roaming, international rates – do you know what these terms actually mean? Understanding roaming is easier than you think! Follow this guide and keep calm, wherever in the world you happen to be!



What is roaming?

We use the word “roaming” whenever a mobile phone **uses a foreign GSM network**. If you go to France and use the Bouygues network, or if you’re sunbathing in Spain and you’re on Movistar, well, that’s roaming.

When is roaming free of charge?

Since 12 June 2017, roaming charges do not apply **outside Belgium for communications** within the European Union (EU).

So, if you:

- call a German number while you’re in Italy
- want to use your data while you’re in sunny Spain
- send a text to a colleague in Belgium while you’re in Austria

› **these communications are simply deducted from your domestic plan.**¹

The same goes for the French West Indies, French Guyana and Reunion Island.

When do you have to pay for roaming?


You have to pay for roaming **everywhere outside the EU**. Please note that the same goes for certain European countries, which are shown in red on the map over the page.

What is an international communication?

We speak of international communications when you **call or send a text from Belgium to a foreign country**, whether within the EU or outside. International rates will then apply.

You’ll find more information about these rates at proximus.be/holidays

To sum up

	You call/send a text ²		You receive a call	You receive a text ³	You browse the Net
	To an EU country	To a non-EU country			
You're in the EU (but not in Belgium)	✓ min/text deducted from your plan ¹	roaming charges	✓ free of charge	✓ free of charge	✓ GB deducted from your plan ¹
You're in Belgium	current international rates ⁴	current international rates	✓ free of charge	✓ free of charge	✓ GB deducted from your plan ¹
You're outside the EU	roaming charges	roaming charges	roaming charges	✓ free of charge	roaming charges

Free roaming in the EU

Germany, Austria, Bulgaria, Cyprus, Croatia, Denmark, Spain, Estonia, Finland, France (and some French overseas departments and territories), Gibraltar, Greece, Hungary, Åland Islands (Finland), Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Czech Republic, Romania, United Kingdom, Slovakia, Slovenia, Sweden, Iceland, Liechtenstein and Norway.

French overseas departments and territories:
+ French Guyana, French West Indies (Guadeloupe, Martinique, Saint-Barthélemy and Saint Martin) and Reunion Island.

■ EU country ■ Non-EU country

Switzerland, Turkey, Andorra, Monaco, San Marino, the Faroe Islands, Guernsey, Jersey & the Isle of Man are all outside the EU! Remember this whenever you're travelling through Switzerland on your way to Italy...

The maritime networks available in Iceland, the Mediterranean Sea and the various countries around the Mediterranean (Malta, Italy, etc.), along with the English Channel, are all outside the EU and the same goes for in-flight or satellite networks.

¹ Out-of-bundle national rate when you exceed your bundle.

² Excluding special and premium numbers (voting, 0800, 0900, etc.)

³ Any text sent or received in Iran or Bermuda will be billed according to local operators' rates.

⁴ Except for calls and texts to Belgium, where the national rate applies.

A piece of advice!

Whenever you cross a country's borders, you'll get a **text** from us **explaining the current rates**. Please read this message carefully, as it may help you to avoid some nasty surprises!

If you'd like to find out more

What if roaming on your mobile isn't switched on yet? Would you like to consult the roaming rates? What is the advantage of logging onto a network manually?

For answers to all these questions and many more, please consult our **FAQ page** at proximus.be/euroaming.

If you're travelling outside the EU

With our **roaming options**, you can guard against any nasty surprises! You'll find them all at proximus.be/passport.