



## ROAMING RATES

Valid as of 1<sup>st</sup> October 2021

**JOi Mobile services are intended for UK residential customers.**

**All prices are expressed in GBP inclusive of VAT.**

**An unlocked 3G device is required for JOi Telecom service. However, in order to take full advantage of the 4G/LTE network, customers must have a 4G/LTE enabled and unlocked device.**

**ACN reserves the right to change the terms and prices in this Price Guide.**

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## WHILE ABROAD

Your roaming is automatically set as active. You can enjoy the service abroad - in the countries where roaming is available - without the need to contact customer services. However, if you wish to have roaming deactivated, you need to disable it on MyJOi.

If you need to contact JOi Customer Services while abroad call (+44) 121 (this call will be charged at your standard roaming rate). Calls made from abroad to your voicemail will also be charged at standard roaming rates.

## CALLS

Calls made have a thirty-seconds minimum charge and are then charged by the second.  
Received calls are charged by the second.

*Prices are per minute.*

## VIDEO CALLS

Video calls made are charged per minute.  
Received video calls have a one-minute minimum charge and are then charged by the second.

*Prices are per minute.*

## CALLS, MESSAGES AND DATA

Messages rates apply for all messages sent to a fixed or mobile while roaming\*, all destinations in the world.  
Call rates apply for all calls to a fixed or mobile while roaming\*, all destinations in the world.  
Data rates apply for all data usage while roaming\*

*\*When roaming is available*

## WHILE ABROAD IN EUROPE

WHILE ABROAD IN EUROPE			
CALLS			
RECEIVED	TO UK FIXED AND MOBILE	TO LOCAL OR EUROPEAN FIXED AND MOBILE	TO OTHER DESTINATIONS
£ 0.00	£ 0.05	£ 0.027	£ 1.40
VIDEOCALLS			
RECEIVED	TO UK FIXED AND MOBILE	TO LOCAL OR EUROPEAN FIXED AND MOBILE	TO OTHER DESTINATIONS
£ 2.40	£ 3.00	£ 3.00	£ 3.00
MESSAGES AND DATA			
PER TEXT	PER PICTURE MESSAGE	PER VIDEO MESSAGE	PER MB OF DATA
£ 0.15	£ 0.45	£ 0.70	£ 0.006
Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Martinique, Netherlands, Norway, Poland, Portugal, Reunion, Romania, Slovakia, Slovenia, Spain, Sweden			

## WHILE ABROAD OUTSIDE EUROPE

CALLS			
RECEIVED	TO UK FIXED AND MOBILE	TO LOCAL OR EUROPEAN FIXED AND MOBILE	TO OTHER DESTINATIONS
£ 1.25	£ 1.25	£ 1.25	£ 2.00
VIDEOCALLS			
RECEIVED	TO UK FIXED AND MOBILE	TO LOCAL OR EUROPEAN FIXED AND MOBILE	TO OTHER DESTINATIONS
£ 2.40	£ 3.00	£ 3.00	£ 3.00
MESSAGES AND DATA			
PER TEXT	PER PICTURE MESSAGE	PER VIDEO MESSAGE	PER MB OF DATA
£ 0.60	£ 0.45	£ 0.70	£ 0.50
Afghanistan, Albania, Andorra, Anguilla, Antigua and Barbuda, Argentina, Armenia, Aruba, Australia, Azerbaijan, Bahrain, Bangladesh, Barbados, Belarus, Bermuda, Bosnia & Herzegovina, Botswana, Brazil, British Virgin Islands, Canada, Cayman Islands, Chile, China, Colombia, Costa Rica, Cyprus (North), Dominica, Dominican Republic, Ecuador, Egypt, El Salvador, Faroe Islands, Fiji, Gabon, Georgia, Ghana, Greenland, Grenada, Guatemala, Guernsey, Honduras, Hong Kong, India, Indonesia, Isle of Man, Israel, Jamaica, Japan, Jersey, Kazakhstan, Kenya, Kuwait, Macedonia, Malaysia, Mauritius, Mexico, Moldova, Monaco, Montenegro, Montserrat, Morocco, Myanmar, Netherlands Antilles, New Zealand, Nicaragua, Niger, Nigeria, Oman, Pakistan, Panama, Paraguay, Peru, Puerto Rico, Qatar, Russia, Rwanda, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, San Marino, Serbia, Singapore, South Africa, South Korea, Sri Lanka, Switzerland, Taiwan, Thailand, Trinidad and Tobago, Tunisia, Turkey, Turks and Caicos Islands, Ukraine, United Arab Emirates, United States Virgin Islands, United States of America, Uruguay, Vatican City, Vietnam			

Due to challenges imposed by national operators in some countries, **roaming will not be available in the following destinations**. However, Joi Mobile does not take responsibility for any usage generated while roaming in those countries. If usage is made whilst roaming in a country listed below, you might be charged £4.00 per MB of DATA and £3.50 per minute.

<b>ROAMING NOT AVAILABLE</b>	Algeria, American Samoa, Angola, Ascension, Australian External Territories, Bahamas, Belize, Benin, Bhutan, Bolivia, Brunei Darussalam, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Central African Republic, Chad, Comoros & Mayotte, Congo, Congo Dem Rep, Cook Islands, Cote d'Ivoire, Cuba, Diego Garcia, Djibouti, East Timor, Equatorial Guinea, Eritrea, Ethiopia, Falkland Islands, French Polynesia, Gambia, Guam, Guinea, Guinea-Bissau, Guyana, Haiti, Inmarsats, Iran, Iraq, Jordan, Kiribati, Kyrgyz Republic, Laos, Lebanon, Lesotho, Liberia, Libya, Macau, Madagascar, Malawi, Maldives, Mali, Marshall Islands, Mauritania, Micronesia, Mongolia, Mozambique, Namibia, Nauru, Nepal, New Caledonia, Niue, North Korea, Northern Mariana Islands, Palau, Palestine, Papua New Guinea, Philippines, Saint Helena, Saint Pierre and Miquelon, Samoa, Sao Tome and Principe, Saudi Arabia, Senegal, Seychelles, Sierra Leone, Solomon Islands, Somalia, Sudan, Suriname, Swaziland, Syria, Tajikistan, Tanzania, Togo, Tokelau, Tonga, Turkmenistan, Tuvalu, Uganda, Uzbekistan, Vanuatu, Venezuela, Wallis and Futuna, Yemen, Zambia, Zimbabwe
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