

Tekeez Mobile Roam Like Home Areas

Valid from June 1st 2018 until further notice

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:

Albania; Bosnia & Herzegovina; Channel Islands (inc. Guernsey, Jersey) & the Isle of Man; Faroe Islands; San Marino; Switzerland; Turkey

Roam Like Home:

From June 15th 2017, on tariffs that support roaming, there is no charge for consuming of your UK allowances when roaming in Europe Zone 1 and Europe Zone 2 subject to a fair usage policy. Any usage in excess of your UK allowance will be charged at our published out-of-bundle rates.

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), for more than 50% of the time in any four-month rolling period, they can expect to receive a communication requesting a moderation of roaming services.

If a customer's usage continues to exceed 50% as described above over the two-week period following the first notification, Tekeez reserves the right to either charge customers for this excessive usage or bar roaming services. Customers will be notified before any action is taken.