



TESCO MOBILE ROAMING TERMS AND CONDITIONS

These Terms and Conditions ("**Terms**") are effective on or after 4 September 2024. These Terms apply alongside the Tesco Mobile Pay Monthly Services, Pay As You Go terms & conditions, HFH & Fair Usage Policy and also form part of your contract. **If you require a copy of these Terms or any other communication in (braille, large print or audio) please contact us on 0345 301 4455 (or 4455 from a Tesco Mobile number), Web address: www.tescomobile.com/contact-us**

1.NO EU ROAMING FEES UNTIL 2026

1.1 The No EU roaming Fees service is available to all customers until 2026. This service is available in 48 Home from Home ("**HFH**") destinations, these include:

Austria, Azores, Belgium, Bulgaria, Canary Islands, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland (Republic of), Isle of Man, Jersey, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Monaco, Netherlands, Norway, Poland, Portugal, Reunion, Romania, San Marino, Slovakia, Slovenia, Spain, St. Martin, St. Barts, Sweden, Switzerland and Vatican City.

1.2 You can use your UK inclusive allowance ("**Inclusive Allowance**") in any of the HFH destinations listed above. Inclusive allowance means the number or amount of minutes, texts and/or data that can be used by you each month, as set out on your Contract Summary and Contract information documents. Your Inclusive Allowance excludes calls and texts to a) premium rate numbers b) international destinations c) HFH destination to international number and d) any chargeable texts you receive.

1.3 All existing and new customers who are on a Clubcard Price contract and are still within their minimum contract period after 2026, will continue to benefit from No EU roaming fees until your minimum contract period ends. For the avoidance of doubt a Clubcard Price means exclusive price(s) that are only available to Clubcard customers in store and/or online.

2. ROAMING ALERTS "Von Voyage"

2.1 When you're abroad, we'll send you 'bon voyage' messages via text to keep you posted with updates and info to help you manage your roaming experience. If you do not want to receive these texts, you can opt out by letting us know via [web chat](#) or by giving us a call on

4455 for free from your Tesco Mobile phone. It can take up to 24 hours for this change to come into effect.

2.2 Please be aware, if you decide to opt out, you will not receive roaming updates and info, which could lead to unexpected charges when you're abroad. So, if you do opt out, we recommend you set a zero bill cap or safety buffer to make sure you never spend more on your bill than you're happy to. You can manage your zero bill cap or safety buffer in our app or My Account.

3. SAFETY BUFFER

3.1 The Tesco Mobile Safety Buffer helps you manage any out of plan charges such as international calls by placing a cap on how much extra you want to spend every month. If you've chosen a tariff that allows you to cap your chargeable usage, you can choose either a zero bill cap, or a Safety Buffer which will cap your spend, over and above your Inclusive Allowance. Your cap will apply in the UK, HFH Destinations and International Destinations. If you reach your cap and have also used all of your monthly Inclusive Allowance minutes, texts or data, you will only be able to receive calls (in the UK, but not in HFH Destinations or International Destinations) and texts (anywhere in the world), until you either increase your cap via your online account, in your Tesco Mobile app, or make a payment to adjust your spend.

3.2 If you use up your cap, we will notify you by sending you a text. You won't be able to make any more chargeable calls or receive chargeable calls (for example while abroad), send chargeable texts or use data outside your monthly Inclusive Allowance or while abroad. However, you will still be able to call Customer Care, or use any remaining minutes, text or data in your Inclusive Allowance. For more information on Safety Buffer see [Your Safety Buffer | Manage Your Account Online | Help | Tesco Mobile](#)

3.3 The Safety Buffer does not replace any of your existing caps or limits, such as your data cap or roaming and will work alongside each of these.

4. INADVERTENT ROAMING

4.1 Accidental roaming also known as inadvertent roaming may occur whilst you are roaming, and your phone connects to another country's network provider. Should this occur Tesco Mobile will send you an SMS informing you, but you may be charged if it is not a HFH destination as set out above.

4.2 In order to prevent inadvertent roaming near a national border, go to your settings on your Mobile Phone or other device (as applicable) do a manual network selection and select the 'Tesco Mobile' Network or switch off roaming. For more information about using our service abroad click here [Roaming and International | Help | Tesco Mobile](#)

5. HFH & FAIR USAGE POLICY

5.1 The HFH and fair usage policy applies to all new and existing Tesco Mobile customers and provides certain obligations requiring your use of the Pay Monthly and Pay as You Go services and all SIM cards on the Tesco Mobile network (**the “Services”**). This policy explains your usage obligations, how to avoid breaching these obligations and what will happen if your usage breaches these obligations and falls outside this HFH and fair usage policy. For more information see [fair-use-and-home-from-home-policies.pdf \(tescomobile.com\)](https://www.tescomobile.com/fair-use-and-home-from-home-policies.pdf)

6. EMERGENCY NUMBERS

6.1 If you need to contact the emergency services whilst roaming abroad, you will need to call “112” or by using the local number for the area you are visiting. 112 is a recognised emergency number that can be used in the European Union.

7. CHANGES TO THE TERMS

7.1 Tesco Mobile reserves the right to change these Terms at any time. For the avoidance of doubt your Pay Monthly Agreement will continue to apply whilst roaming [Terms And Conditions | Tesco Mobile](#)

7.2 We reserve the right to terminate the use of roaming, if you are, in our reasonable opinion, in breach of your terms of service.

7.3 These Terms will be governed and construed in accordance with the Law of England and Wales.

Updated January 2025.