

# Welcome to RCUK Mobile



**Your complete telecoms solution...**  
simply done better



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# Welcome to RCUK Mobile

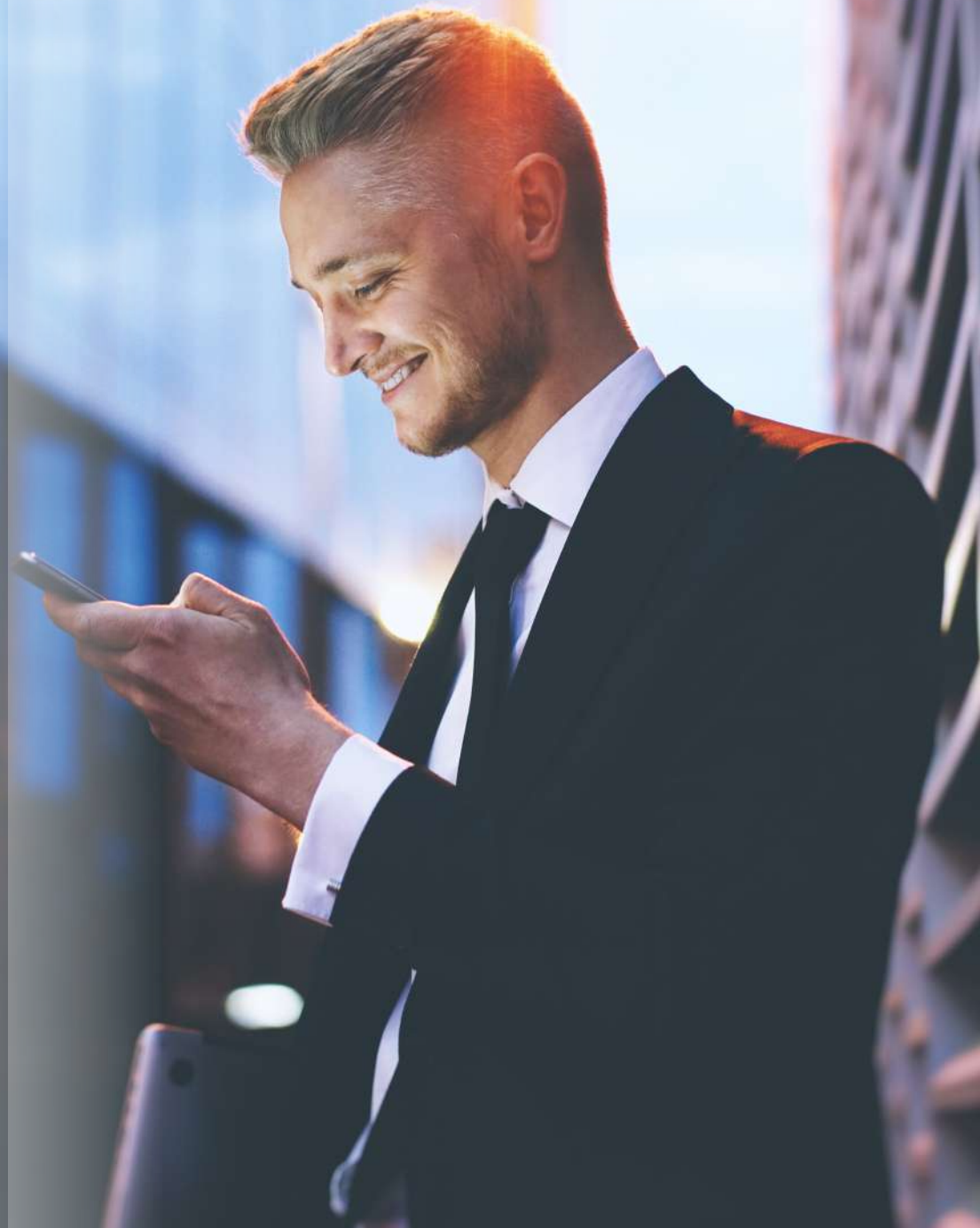
Welcome to RCUK Mobile, where we're proud to offer the latest mobile handsets and accessories alongside competitive tariffs, all backed up by excellent customer service. We continually strive to provide the best support we can, to help you – our valued customers.

RCUK (part of Rose Communications Group) launched in 1999 and was established in 2002 as a phone and device rental business with a single retail store. RCUK has since grown into a dynamic multi-million pound business and highly respected brand with multiple branches across the UK, all offering comprehensive communications advice and products.

In addition to our retail stores, Rose Communications Group hosts a corporate division, Alfonica, which services our corporate clients and partnerships.

Once again, we're delighted to welcome you to RCUK.

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## Getting started

We're pleased to welcome you to RCUK Mobile, where constant connectivity and customer service are paramount. We'll do our utmost to ensure that your account is serviced to the highest standard throughout our relationship. We're positive that you'll be satisfied with the level of customer care and assistance that our experienced team provides.

The RCUK Mobile Team will handle all support and billing queries for your mobile connections and liaise with the network directly on your behalf until resolution.



020 8815 4111  
mobile@rcuk.com

### How do I know what's in my allowance?

Please see your RCUK Mobile contract, under Tariff Information for your allowance.

All O2 plans are 5G ready and can be used with a 5G compatible handset.

### Calls and texts within the UK

With an Unlimited Talk & Text plan, within your allowance, you're able to call UK standard landlines beginning with 01, 02 and 03 and all UK standard mobiles beginning with 07. You're also able to send up to 15,000 texts to UK standard phone numbers beginning with 07.

### Calls and texts to international destinations

Calls and texts to international phone numbers are charged at a per minute and per text rate, unless there's an international direct dial (IDD) bundle or an international SMS bundle applied to your phone number or account.

**Please see your RCUK Mobile contract, under Tariff Information for your allowance.**

### Can I call UK numbers beginning 08?

These are known as Non-Geographical Numbers (NGN) calls and are charged at a per minute basis, unless there's a non-geographical bundle in place to accommodate this usage.

Calls to 0800 numbers are free from your mobile.

**Please see your RCUK Mobile contract, under Tariff Information for your allowance.**

### Call flexibility

Calls and texts to premium phone numbers, such as those beginning with 09 or 118 aren't included in any RCUK plans and will be charged at a per minute, or per SMS rate, as set out by the Phone-Paid Service Authority

(PSA). There's no bundle available to cover premium usage. However, there's an option to place a bar on premium usage, so that when attempting to call or text a premium phone number, you'll be unable to do so.

Multimedia messages (MMS) aren't included in any RCUK plans and will be charged at a per unit rate. There's no bundle available to cover MMS usage, however there is an option to bar MMS usage.

**Please note, regular SMS (texts) can be converted to MMS when sent with over 160 characters.**

### How do I manage my usage?

You can use our online platform - RCUK My Account, to monitor mobile usage. This way, you can ensure that all usage is within the limit of your tariff.

To create an RCUK My Account for your mobile numbers, simply email the Mobile Team with your mobile numbers and the email address that you'd like to use to login to your new RCUK My Account.

### Want to add something?

RCUK Mobile gives you the flexibility of adding a bundle to your phone number for a single upcoming month or to include a bundle in your contract for every month moving forward. As your needs change, why not contact our Mobile Team, who can assist with this?

Contact our Mobile Team today if you would like to have any of these features or bundles added to your phone number or full account.

**Please note, requests that affect the billing and costs of your account, can only be made by the account holder.**

# Take control with spend bars

## What is a Spend Bar?

Controlling overspend is simple and quick with RCUK's spend management options.

Simply choose the most suitable option that'll enable you to manage your costs and prevent expensive bills:

### SPEND BAR 20

Outgoing calls, SMS and data will be barred at an overspend of £20\*

### SPEND BAR 50

Outgoing calls, SMS and data will be barred at an overspend of £50

### SPEND BAR 100

Outgoing calls, SMS and data will be barred at an overspend of £100

### NO SPEND BAR

No spend control bars applied

\* International calling and roaming are disabled for SPEND BAR 20 customers.

## How does it work?

The automatic bar will take effect once you're close to reaching or have reached your chosen spend bar. Once barred, you won't be able to utilise your outbound services such as outgoing calls, texts or use your data. Your incoming services will still work fine. To have your calls, texts and data working as usual, you must contact the RCUK Mobile Team.

Once contacted, RCUK will remove the spend bar if instructed, as well as help you identify the cause of overspend. We'll also address your usage and recommend various alternative plans or bundles moving forward.

**Please note, once you've requested your spend bar to be removed, it can take up to 24 hours for this to be removed at network level. Until contact has been made with RCUK, all outbound services will remain barred.**

## I don't want my calls and texts to stop working, can I create a spend bar for data only?

Yes of course. We can create a data only bar for your phone number, which will bar data on or around your chosen gigabyte (GB) level.

This data only bar is designed to limit additional overspend, however users can still go over their allowance. You'll still be able to use your phone for outgoing calls and texts once a data only bar has been triggered.

**Please note, once you've requested your data bar to be removed, it can take up to 24 hours for this to be removed at network level. Until contact has been made with RCUK, all data services will remain barred.**

## Are there any limitations to this service?

All spend bars and data only bars are triggered periodically throughout the day, every day as opposed to the moment a user hits a specified limit, so you may exceed your overspend allowance before this happens. When roaming, RCUK relies on call reports from international carriers, hence barring may be further delayed, and you'll incur the additional costs until the bar is triggered.

This service is designed to help you minimise heavy overspend and reduce bill shock. Mobile usage and any overspend remains the full responsibility of the user.

## How do I change my Spend Bar?

Take a look at your contract under "Spend Control". If you'd like to change your spend bar, let the Mobile Team know so that this can be changed if necessary.

## The Spend Bars and Data Only Bars are great, but are there any other bars I can set on a more permanent basis?

RCUK can place a bar on a variety of features including; roaming, calls, SMS, MMS, data or even tethering. These can be applied at any point throughout your contract period. Simply contact the Mobile Team who can arrange these at the click of a button.



# RCUK and setting up your phone

## Moving into RCUK's network

As part of your RCUK Mobile with O2, there are multiple features that you may find helpful.

### What happens on the day that my phone number moves into RCUK Mobile?

On the day that a phone number moves into our platform, there may be a period when the user of that phone number doesn't have regular phone service.

This is because your phone number is being transferred from your old provider, now to your new provider – RCUK Mobile, using O2's esteemed network.

### Is it true my calls, texts and data will stop working on the day that I port out from my old network?

The porting process is designed to minimise the time you'll be without service.

When the number transfer is actually taking place, your service may go down for a very short time. Occasionally, users will experience split service where calls are received on both SIM cards. However, it usually takes between a few minutes to a few hours to fully port from one network to another.

When this happens, simply take your old SIM card out of your phone, pop the new SIM card in its place and switch your phone back on. Your O2 SIM card should

be working as usual with full incoming and outgoing service. If this isn't the case, please switch off your phone for ten minutes and then switch it back on, as this will allow the porting process to complete.



### Voicemail

To access your O2 voicemail, dial 901

Changing Your Personal Greeting

- Dial 901 from your mobile
- Press the \* (star) key
- You will hear the main menu options, select option 3
- Follow the prompts to record your greeting

This can be changed as often as you would like.

### Setting up a Voicemail PIN

Please set up your 4 digit voicemail PIN as soon as you activate your new mobile connection. O2 will prompt you to do this the first time that you call your voicemail, or when your phone has been reset.

Simply dial 901 and follow the instructions. To change your PIN once it is already active simply dial 901, press \* for greetings and then 4 and follow the prompts.

**Please note, after listening to your O2 voicemail, you will be offered an option to return the call via your O2 voicemail. This is a chargeable call and will be charged at 46p per minute.**

### Using Your Voicemail Abroad

If you'd like to access your voicemail whilst abroad, you must set up your 4 digit voicemail security PIN before leaving the UK. **If you fail to set your 4 digit PIN prior to departing the UK you won't have access to your voicemail for the duration of your international trip.** We're unable to provide access to your voicemail (including Visual Voicemail) should you not have followed this step.

To retrieve voicemails whilst abroad, dial either 901 or +447802090100, and you will receive a text with the correct number to call. You will then be prompted for your mobile number and the PIN that you set up before leaving the UK.

### Useful Voicemail Shortcuts

- To activate your voicemail divert, dial 1750 and press send / call
- To deactivate your voicemail divert, dial 1760 and press send / call
- To reset your voicemail pin, text the word RESET to 802901. Please note this can only be done in the UK. You will then be sent a temporary PIN, which can be used to set a new PIN of your choice. If you do not change the temporary PIN, you will be unable to access your voicemail abroad.

### Visual Voicemail

Visual Voicemail allows you to display, view and listen to the voicemail messages directly on your phone and displays detailed message data such as; the number or name of the contact of the person leaving the message, date, time and length of the message. Users can listen to a specific voicemail message, rather than each message in turn, as you do with traditional voicemail.

**Please note, this is available for Apple, Google and Motorola devices only.**

To learn more about visual voicemail for your specific handset, visit [www.o2.co.uk/help/phones-sims-and-devices?page=topic/voicemail/visual-voicemail/device](http://www.o2.co.uk/help/phones-sims-and-devices?page=topic/voicemail/visual-voicemail/device) for detailed instructions.



### Call Diverts

With call diverts, you can divert incoming calls to any UK fixed phone or UK mobile whilst you are in the UK. There are four call divert options available, all of which can be set up from your mobile using short codes:

### To Divert Calls When Not Reachable

- To activate \*\*62\* phone number # SEND
- To cancel ##62# SEND
- To check the status \*#62# SEND

### Divert Calls When Busy

- To activate \*\*67\*901# SEND
- To cancel ##67# SEND
- To check the status \*#67# SEND



## Divert Calls When No Answer

- To activate \*\*61\* phone number \*11\* number of seconds left unanswered # SEND
- To cancel ##61# SEND
- To check the status \*#61# SEND

## Divert All Calls

- To activate \*\*21\* phone number # SEND
- To cancel ##21# SEND
- To check the status \*#21# SEND
- To cancel all call divers #002# SEND



### Call Waiting

Call Waiting simply shows you that you have an incoming call, whilst you're already on a call. Call Waiting is a setting that can be activated on the handset itself under 'settings' or 'call settings', but the route to activation may vary between handset makes and models. This will also need to be activated at network level. Simply contact the Mobile Team with the phone number/s you would like activated and allow 24 hours for this to take effect.



### Conference Calling

With this feature, you can create a conference call with up to six people at the same time. You can invite phone numbers from other mobile networks, or even landline phone numbers to the conference call.

The initiator must have conference calling enabled, but all other users do not need this. If you'd like conference calling activated for your mobile phone number,

please contact the Mobile Team. If you would like to learn how to use conference calling, the Mobile Team can assist with this too. Conference calling is free to use. If you set up a call, your bill will show all the calls that you start, within a conference. For example, if you set up a call with two other people which takes 15 minutes, you'll see records of a 30 minutes call. Please note, to use conference calling, you must have call waiting switched on.



### APN Settings

Access Point Name (APN) settings mean that your handset, the network and the internet are all compatible and securely configured. APN settings are likely to need changing if your handset has been previously connected to another UK network. For example, if you've purchased a handset together with an EE SIM card and have recently ported into the RCUK O2 network, your phone will remember the EE APN settings and these will need to be changed to O2 as per below. Without these settings, you'll be unable to connect to the internet.

#### Before you start:

- In most cases your smartphone will automatically find the correct settings
- It can sometimes take a couple of minutes until your smartphone shows you the APN settings
- Restarting your phone will help
- Never remove current APN settings
- Make sure you have mobile data turned on

If your handset is not connecting to the internet, follow the steps below. First check the APN and if this is showing incorrectly, you will need to manually change your APN settings.



### Android

Checking your O2 APN

- On the home screen select the Settings icon
- Select Connections tab
- Select More Networks
- Select Mobile Networks
- Select Access Point Names
- Select O2 Internet

If you can't see this option continue with the instructions below. These instructions will vary by handset

#### Manually changing your APN settings for Android devices

On the same screen with all the access point names, select "add" on the top right. The Edit the Access Point Name page will now open

1. Set the Name Field as O2 APN
2. Set the APN Field as mobile.o2.co.uk
3. Set the Username Field as o2web
4. Set the Password Field as password
5. MMSC – <http://mmmsc.mms.o2.co.uk:8002>
6. MMS Proxy – 82.132.254.1
7. MMS Port – 8080
8. Authentication type – PAP

9. APN type – If given a choice of options, select internet + mms, if the keyboard appears enter \*

10. Tap the Menu button
11. Select the option key and save, this will return you to the page with all the Access Point Names
12. Select the O2 APN and allow 15-20 minutes for the settings to apply



### Apple

Checking your O2 APN

1. Select the Settings icon
2. Select Mobile
3. Select Mobile Data Network

#### Manually changing your APN settings for Apple devices

On the same screen with all the access point names, select "add" on the top right. The Edit the Access Point Name page will now open

1. Edit the appropriate fields
2. Set the APN Field as idata.o2.co.uk
3. Set the Username Field as vertigo
4. Set the Password Field as password
5. Depending on your previous network, you may need to change additional settings
  - a. MMS – <http://mmmsc-ac.mms.o2.co.uk:10021/mmmsc>
  - b. MMS Proxy – 82.132.254.1:8080
  - c. MMS Max Message Size – 2097152
6. Select the O2 APN and allow 15-20 minutes for the settings to apply



## eSIM

We are proud to support eSIM with O2. This is a virtual SIM that's connected digitally to your phone number inside your phone, allowing you to join the O2 network. It's similar to a conventional plastic SIM, but you do not need a physical SIM inside your handset. eSIM can have the benefit of acting like a dual-SIM handset, where you can have the first as a traditional plastic SIM inside your handset and a second O2 eSIM, both with individual tariffs and phone numbers. Unlike a physical sim card, eSIM profiles cannot be transferred from one handset to another. This is to keep eSIM profiles secure. All eSIMs with O2, provided by RCUK are 5G enabled.

eSIM is available on select devices. Contact the Mobile Team to learn more.



## Wi-Fi Calling

Wi-Fi Calling is available for Android and iOS smartphones, allowing smartphones the ability to make and receive phone calls via a Wi-Fi network connection, rather than a usual cellular mobile connection. Wi-Fi Calling uses a Wi-Fi connection to create a signal and is ideal where the coverage is poor, such as a basement of a building or a rural area.

For Wi-Fi Calling compatible devices, [www.o2.co.uk/help/network-coverage-and-international/wifi-and-4g-calling](http://www.o2.co.uk/help/network-coverage-and-international/wifi-and-4g-calling). Should your handset model not be listed above, please contact the Mobile Team.

### Please note:

- Calls cannot be automatically transferred from Wi-Fi to a cellular network. For example, if a user starts a call on Wi-Fi and then leaves the building, the call will drop and they'll need to redial
- Wi-Fi Calling won't work when roaming
- When placing an emergency call to 999 or similar, using Wi-Fi Calling, the phone will first attempt to make the call using a regular cellular connection. If the signal isn't strong enough, the call will be routed using Wi-Fi, however in this case the emergency services will be unable to automatically identify the caller's location

To have Wi-Fi Calling activated, please contact the Mobile Team and allow 24 hours for this to take effect. Once this has been done, you'll need to restart your handset and switch on the Wi-Fi Calling setting. Some Samsung devices won't automatically show this setting, so it'll require manual configuration. Our Mobile Team can assist with this too.



## O2 Boostbox

To allow you to increase your O2 phone signal in a building with little or no reception, why not try the O2 Boostbox to keep your calls, texts and data working? You will need an existing broadband connection and a 3G or later device.

The Boostbox can support up to 32 different phone numbers and up to 4 at the same time. Prices start at £179 for a standard O2 Boostbox that can be used in a home environment. Contact our Mobile Team for further information.



## Network Status Checker

To check the status of the network in your local area, visit <https://status.o2.co.uk/> and input your postcode to see any unexpected issues in the area as well as any planned maintenance works.

As with all mobile connections, O2 relies on local cellular towers (known as masts) to provide a strong and stable signal for your phone to be able to use its calls, SMS and data. On the rare occasion that there's poor service, it could be due to a mast issue. If this is the case, O2 engineers will work to repair the fault. You can request to be updated by SMS using the O2 network coverage checker page too.

If your postcode is showing unexpected issues or planned maintenance works and you're in an area with strong Wi-Fi, you may find it useful to switch on your Wi-Fi Calling so that there'll be an improved connection for incoming and outgoing calls.



## London Underground Wi-Fi

RCUK customers with O2 are able to enjoy access to Wi-Fi on the Underground with Wi-Fi Extra. This allows users to connect to Wi-Fi in ticket halls and platforms at over 95% of the London Underground network. Many handset models will connect automatically. If your device hasn't connected automatically or you want it to connect more quickly, you can try and connect manually using the steps below.



## For Apple devices go to

1. Settings
2. Wi-Fi
3. Tap on Wi-Fi Extra



## For Android devices go to

1. Settings
2. Connections
3. Wi-Fi
4. Tap on Wi-Fi Extra

**Please note, some settings may vary by handset model and your handset software needs to be up to date.**



# Protecting your mobile handset



## Is your mobile phone your lifeline?

RCUK Protect will protect your phone against damage, loss or theft, giving you peace of mind from as little as £1.99 per month.\*

\* Terms and Conditions apply

## RCUK Protect covers



### ACCIDENTAL DAMAGE

RCUK Protect offers a like for like replacement of the device (including an LCD screen) if damaged as a result of an accident by an authorised user.



### LIQUID DAMAGE

RCUK Protect covers replacement for devices damaged as a result of accidental liquid damage.



### LOSS/THEFT

RCUK Protect will replace your device if lost or stolen. In order for the claim to be valid you must report the loss/theft to RCUK Protect as well as to the police within 24 hours of the incident and obtain a Crime Reference Number in the case of theft. Lost devices must be reported on [www.immobilise.com](http://www.immobilise.com)

Lost property numbers aren't acceptable in support of a claim.



### WORLDWIDE COVER

RCUK Protect will replace the device if lost, damaged or stolen outside of the UK. All international loss/theft claims are subject to the same terms and conditions as UK and must be reported through the same channels for the claims to be valid.



### BREAKDOWN

RCUK Protect covers electrical or mechanical breakdown of devices when it occurs outside the manufacturer's guarantee period.



**Worldwide cover**  
for theft, damage  
and mechanical  
breakdown



Protect starts at  
**£1.99 a month**



**15% discount**  
with annual  
payments



**24 hour device  
replacement service**



020 8815 4126  
[protect@rcuk.com](mailto:protect@rcuk.com)

Please note, whilst this is part of RCUK's services, the RCUK Protect Team operates independently to RCUK's Mobile Team and as such, must be contacted directly for RCUK Protect queries, invoices and claims.

# Roaming with RCUK Mobile

## What is Roaming?

RCUK Roaming is categorised in three different zones:

1. Europe Zone
2. World Traveller Zone
3. Travel Pass Zone

With UK as the Home Zone, roaming is taking your phone to any other destination in the world, which falls under Europe, World Traveller or Travel Pass.

Destinations that aren't included in Europe, World Traveller or Travel Pass Zones aren't eligible for a roaming package. Calls, texts and data usages in such destinations will be charged heavily at a per minute, per text or per megabyte rate when roaming.

If you're unsure if you're able to roam, please contact the Mobile Team. Alternatively, see information on pages 22 – 27 to identify the allowances for the country you'll be visiting. Information about roaming fees can be found in your RCUK Mobile contract under "Spend Control".

Bespoke plans aren't eligible for Travel Pass usage. Please speak to the Mobile Team for further information on this. For more information on roaming, you can also visit [www.rcuk.com/roam](http://www.rcuk.com/roam).



If you've requested to opt out of a roaming plan, international usage will be charged heavily at a per minute, per text or per megabyte rate when roaming, as these aren't part of your roaming plan.

## Can I use my bundles when roaming?

Unfortunately, roaming with your mobile phone doesn't include additional bundles such as non-geographical minutes (NGN), international minutes (IDD) or international texts, as these are only inclusive when dialling from the UK.

These are charged heavily at a per minute or per text rate when abroad as these aren't part of your inclusive plan.

We have a variety of roaming plans and bundles available. You can of course add a bundle to cover this usage whilst abroad as well. This can be added for every month ongoing, or only as needed.

## When I land, will my phone automatically find a local network?

Yes. It should do. Your phone should automatically connect to a local network, at which point, your calls, texts and data will be working as normal. Please only switch on your device once you're in the terminal building, so that it has ample time to connect to the local network.

If however, your phone doesn't connect to a local network, you can try to manually select a local mobile network yourself. This is known as performing a manual roam. Instructions may vary by handset.

Manual Roam	
Android	iOS
<ul style="list-style-type: none"><li>• Settings</li><li>• Connections</li><li>• Mobile networks</li><li>• Network operators</li><li>• Select manually</li></ul>	<ul style="list-style-type: none"><li>• Settings</li><li>• Mobile data</li><li>• Network selection</li><li>• Select manually</li></ul>

Click on the name of a local network and your phone will then try to connect to your chosen network. This can take up to 2 minutes.

Once connected, your calls, SMS and data will be working as they do in the UK. Some handsets may require you to restart the device. Roaming isn't compatible with the following plans:

- RC 500 plan
- Plans that have requested a roaming bar or international calling bar
- Plans with a SPEND BAR 20

## If I'm roaming in a daily fee destination, when does the daily roaming fee start?

The daily charge for roaming in a World Traveller or Travel Pass Zone begins at midnight, as per the capital city of the local country.

➤ Example: If roaming in the USA, your new daily charge will begin 00:01 local time in Washington DC, regardless if you're visiting Florida or California.

World Traveller and Travel Pass can be triggered by an incoming or an outgoing call, text or data usage. It's advisable to switch your phone off or onto flight mode when roaming in these zones, if you don't want to use your allowance.

If using a smartphone, we advise you to switch your phone onto flight mode whilst still in the UK as even using your phone's connection for a few seconds when roaming will trigger the daily fee.

If you wish to be opted out of the World Traveller or Travel Pass daily fee, please contact the Mobile Team as soon as possible.

**Please note, If you've requested to opt out of World Traveller or Travel Pass, international usage when roaming in these zones will be charged heavily at a per minute, per text or per megabyte rate when roaming here, as these aren't part of your roaming plan.**





### Can I use my mobile during a flight or on a cruise?

When taking your phone either on a flight or on a boat, you'll still be able to physically connect to use your calls, texts and data. As mentioned above, sea and air travel usage aren't included in any roaming plan or bundle and as such, usage is charged heavily at a per minute, per text or per megabyte rate. Therefore, we recommend that you activate your device's flight mode or switch it off altogether when travelling, and continue to use your phone as normal when you arrive at your destination.

When touring near the coastline or using your phone whilst travelling internationally by means such as the Channel Tunnel, it's important to make note of your network. This can sometimes trigger an expensive AAA or SEA charge.

### Why is my phone connecting to a network in a neighbouring destination?

In order to ensure that you remain well connected, even while roaming, your phone will automatically connect to the network carrier with the strongest mobile connection, which sometimes can belong to a neighbouring country. To avoid this, perform a manual roam as explained on [page 19](#).

➤ For example, when roaming in South-East Poland, your device will as usual connect to the strongest available network. In this instance, it may connect to a Ukrainian network, which is close by. In this instance, when opted into World Traveller, you'll be charged no fee for roaming in Poland (an EU destination), but you'll be charged a daily fee for using a Ukrainian network (a World Traveller destination). If not opted in to WTS, this usage will be charged heavily at a per minute, per text or per megabyte rate when roaming, as these aren't part of your roaming plan.

The same is true if you have been connected whilst on a boat or a cruise, near to the coast. Your phone will automatically connect to the strongest network within range, regardless of the country you are

closest to. However, if there is no country in range with a strong connection, you may connect to "SEA" – the satellite network associated with travelling at sea. Similarly, when using a mobile connection during a flight, your phone may show these charges as "AAA" – the code associated with air travel. We recommend that you activate your device's flight mode or switch it off altogether when travelling on a flight or boat as AAA and SEA roaming usage is charged heavily at a per minute, per text or per megabyte rate as this usage is not included in any roaming plan or bundle.

In order to avoid roaming on a network of a different country (and the associated potential increase in price), you can alter your network settings by performing a manual roam.

See [RCUK Billing](#) on [pages 32 - 34](#) for further information on this.

### I've heard that not all international destinations have strong local connectivity. How can I check this?

When roaming with your UK SIM card, you're able to connect to the local cellular network towers for your calls, texts and data. This is widely available across most countries. If you'd like to know the strength of the local reception for a particularly secluded country, please contact the Mobile Team, who'll assist you with this.



Check before you travel that your phone is open for roaming and if the costs or allowances differ to the below.

You can always check your RCUK Mobile Service contract under "Spend Control" for more information.



# RCUK

## Roam Europe

Travelling through Europe? You can use your allowance at no extra cost.

RCUK Roam Europe or Roam Extended Europe allows you to access your allowance of calls, SMS and data\*, whenever you travel the countries listed below.



### Roam Europe

### Roam Extended Europe

#### Allowance

#### Calls and SMS

1. Unlimited outgoing calls and SMS to standard local phone numbers
2. Unlimited outgoing calls and SMS to standard UK phone numbers
3. Unlimited incoming calls (from any destination)
4. Unlimited outgoing calls and SMS to standard Roam Europe countries

#### Calls and SMS

1. Unlimited outgoing calls and SMS to standard local phone numbers
2. Unlimited outgoing calls and SMS to standard UK phone numbers
3. Unlimited incoming calls (from any destination)

#### Data

\*Data allowance within the Europe Roaming Fair Usage Policy. Please speak to the Mobile Team about this before travelling to Europe or Extended Europe countries as this varies based on your standard allowance.

#### Roam Europe destinations

- Austria
- Belgium
- Bulgaria
- Croatia
- Cyprus (excl. N. Cyprus)
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Gibraltar
- Greece
- Guadeloupe\*\*
- Guiana
- Hungary
- Iceland
- Ireland
- Italy (incl. Vatican City)
- Latvia
- Liechtenstein
- Lithuania
- Luxembourg
- Malta
- Martinique
- Mayotte
- Monaco
- Netherlands
- Norway
- Poland
- Portugal (incl. Madeira)
- Romania
- Slovakia
- Slovenia
- Spain (incl. Balearic Islands, Canary Islands)
- St Barts
- Sweden

#### Roam Extended Europe destinations

- Isle of Man and the Channel Islands (incl. Jersey and Guernsey)
- Faroe Islands
- Reunion (French Territory)
- San Marino
- Switzerland

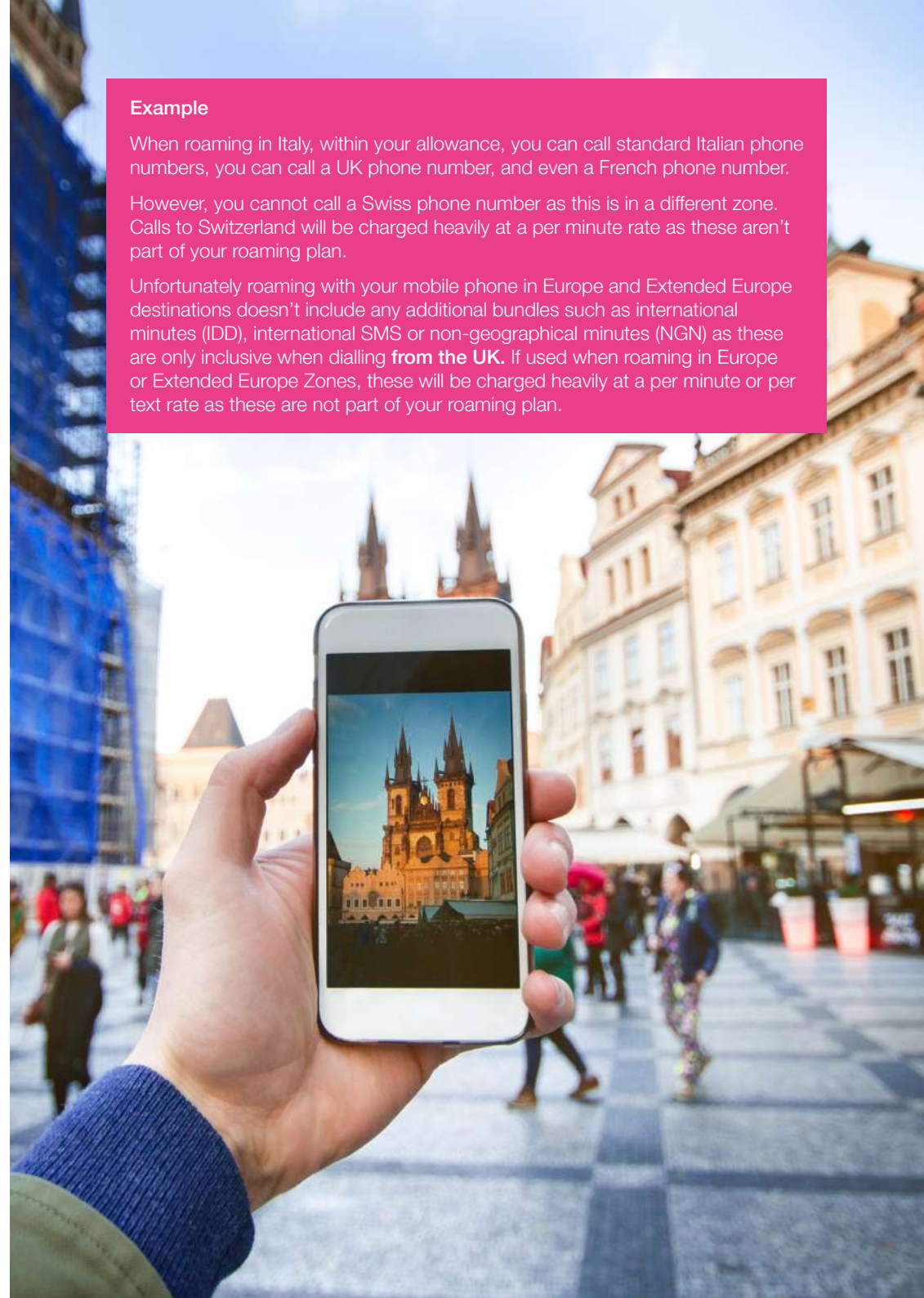
\*\*note, whilst some destinations in this list do not fall geographically within Europe, their roaming policy is able to be used as such

### Example

When roaming in Italy, within your allowance, you can call standard Italian phone numbers, you can call a UK phone number, and even a French phone number.

However, you cannot call a Swiss phone number as this is in a different zone. Calls to Switzerland will be charged heavily at a per minute rate as these aren't part of your roaming plan.

Unfortunately roaming with your mobile phone in Europe and Extended Europe destinations doesn't include any additional bundles such as international minutes (IDD), international SMS or non-geographical minutes (NGN) as these are only inclusive when dialling **from the UK**. If used when roaming in Europe or Extended Europe Zones, these will be charged heavily at a per minute or per text rate as these are not part of your roaming plan.



# RCUK World Traveller

Travelling outside Europe?  
You could use your allowance as normal!

RCUK World Traveller allows you to access your allowance of calls, SMS and data – in the countries listed on this page.

For a set daily fee whilst roaming, RCUK World Traveller is simply added on to your invoice for the days used.

## CALLS

- Local landline
- Local mobile
- UK landline
- UK mobile
- ALL incoming calls

## SMS

- Local mobile
- UK mobile
- ALL incoming SMS

## Data

Full data allowance as normal



## How does World Traveller work?

Contact the RCUK Mobile Team if you are unsure of your tariff and associated roaming allowances and they'll advise if World Traveller is already live on your account. Unfortunately, roaming with your mobile phone in World Traveller countries doesn't include additional bundles such as non-geographical minutes (NGN), international minutes (IDD) or international texts, as these are only inclusive when dialling from the UK.

Please note that the daily charge (beginning at midnight as per the capital city of the local country) for the RCUK World Traveller Zone, can be triggered by an incoming or outgoing, call, text or data usage.

If you wish to be opted out of the World Traveller daily fee, please contact the Mobile Team as soon as possible. Please note that your international usage will be charged heavily at a per minute, per text or per megabyte rate as this will no longer be part of your roaming plan.

- Afghanistan
- Albania
- Andorra
- Anguilla
- Antigua and Barbuda
- Argentina
- Armenia
- Aruba
- Australia
- Bahrain
- Bangladesh
- Barbados
- Bermuda
- Bonaire
- Bosnia and Herzegovina
- Brazil
- British Virgin Islands

- Cambodia
- Canada
- Cayman Islands
- Chile
- China
- Colombia
- Costa Rica
- Curacao
- Democratic Republic of Congo
- Dominica
- Dominican Republic
- Ecuador
- Egypt
- El Salvador
- Fiji
- Georgia
- Ghana

- Grenada
- Guam
- Guatemala
- Guyana
- Haiti
- Honduras
- Hong Kong
- India
- Indonesia
- Israel
- Jamaica
- Japan
- Jordan
- Kazakhstan
- Kenya
- Kuwait
- Laos
- Lesotho
- Macau
- Macedonia

- Malaysia
- Mexico
- Midway Island
- Moldova
- Mongolia
- Montenegro
- Montserrat
- Morocco
- Mozambique
- Myanmar (Burma)
- New Zealand
- Nicaragua
- Oman
- Pakistan
- Panama
- Papua New Guinea
- Paraguay
- Peru
- Philippines

- Puerto Rico
- Qatar
- Russia
- Saba (inc. Sint Eustatius, Netherlands Antilles)
- Saudi Arabia
- Serbia
- Singapore
- Sint Maarten
- South Africa
- South Korea
- South Sudan
- Sri Lanka
- St Lucia
- St Vincent
- St. Kitts and Nevis
- Suriname
- Swaziland

- Taiwan
- Tanzania
- Thailand
- Tonga
- Trinidad and Tobago
- Turkey (incl. N. Cyprus)
- Turks and Caicos Islands
- Ukraine
- United Arab Emirates
- Uruguay
- US Virgin Islands
- USA
- Uzbekistan
- Vanuatu
- Vietnam
- Western Samoa
- Yugoslavia





# RCUK Travel Pass

Travelling to a further destination?  
You could use your allowance as normal.

RCUK Travel Pass allows you to access your allowance of calls, SMS and data. From the mountains of Nepal to the white sandy beaches of the Bahamas, RCUK Travel Pass covers the destinations that fall outside Europe, Extended Europe and World Traveller Zones.

For a set daily fee whilst roaming, RCUK Travel Pass is simply added onto your invoice for the days used.

## CALLS

- Local landline
- Local mobile
- UK landline
- UK mobile
- All incoming calls

## SMS

- Local mobile
- UK mobile
- All incoming SMS

## Data

Full data allowance  
as normal

## How does the Travel Pass work?

When roaming with your UK SIM card, you're able to connect to the local cellular network towers for your calls, texts and data. This is widely available across most countries. If you'd like to know the strength of the local reception of any of these destinations, please contact the Mobile Team, who will assist you with this.

RCUK Travel Pass allows you to access your allowance of calls, SMS and data – in the countries listed below:

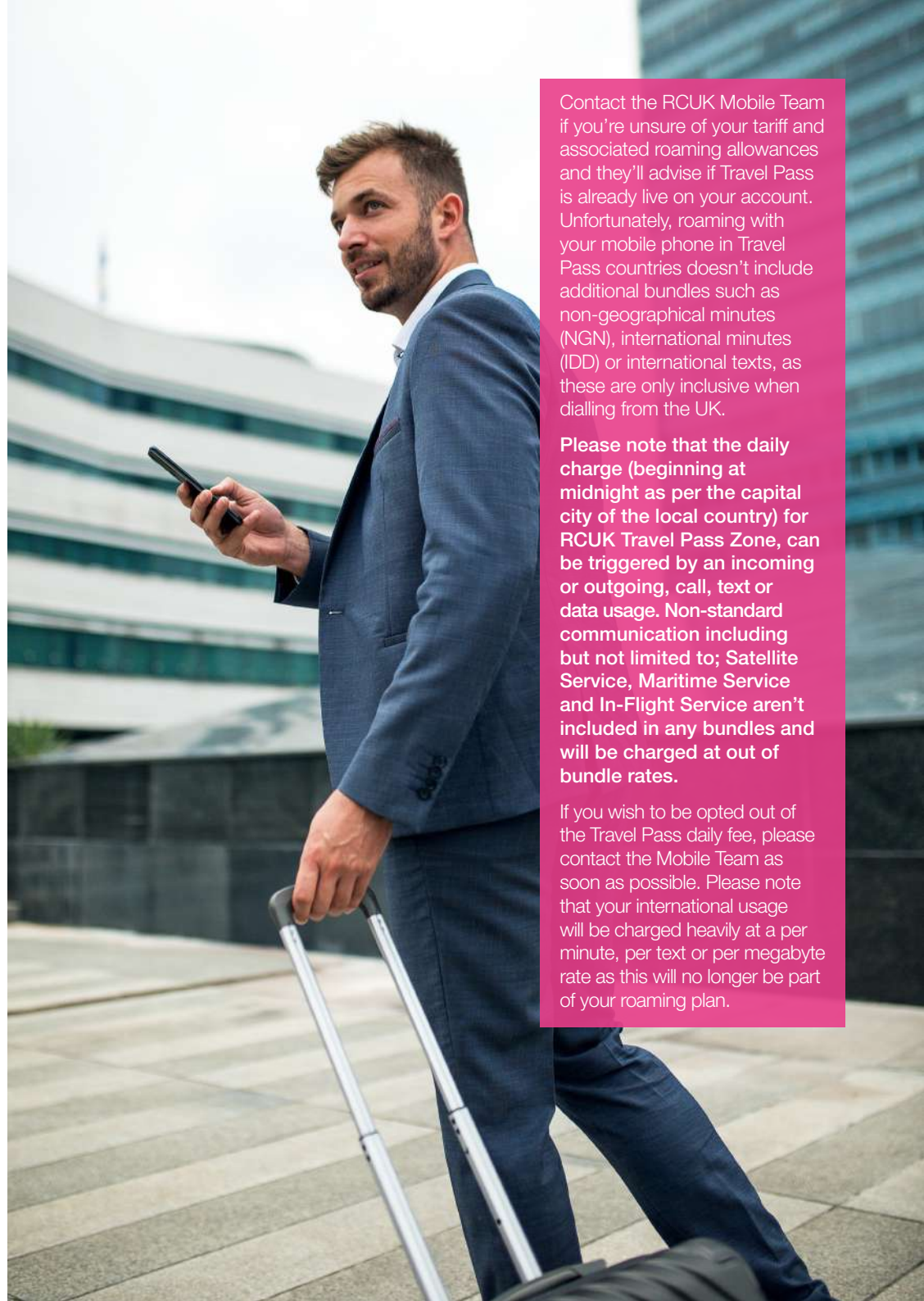
- |                               |                         |
|-------------------------------|-------------------------|
| • Algeria                     | • Liberia               |
| • American Samoa              | • Libya                 |
| • Azerbaijan                  | • Madagascar            |
| • Bahamas                     | • Malawi                |
| • Belarus                     | • Mali                  |
| • Benin                       | • Mauritania            |
| • Bhutan                      | • Mauritius             |
| • Bolivia                     | • Namibia               |
| • Botswana                    | • Nepal                 |
| • Brunei                      | • Niger                 |
| • Burkina Faso                | • Nigeria               |
| • Burundi                     | • Rwanda                |
| • Cameroon                    | • Sao Tome and Principe |
| • Cape Verde                  | • Senegal               |
| • Central African Republic    | • Seychelles            |
| • Chad                        | • Sierra Leone          |
| • Congo                       | • Solomon Islands       |
| • French Polynesia            | • Sudan                 |
| • Gabon                       | • Tajikistan            |
| • Gambia                      | • Togo                  |
| • Guinea                      | • Tunisia               |
| • Guinea-Bissau               | • Uganda                |
| • Iran                        | • Venezuela             |
| • Iraq                        | • Yemen                 |
| • Ivory Coast (Côte d'Ivoire) | • Zambia                |
| • Kosovo                      | • Zimbabwe              |
| • Kyrgyzstan                  |                         |



Contact the RCUK Mobile Team if you're unsure of your tariff and associated roaming allowances and they'll advise if Travel Pass is already live on your account. Unfortunately, roaming with your mobile phone in Travel Pass countries doesn't include additional bundles such as non-geographical minutes (NGN), international minutes (IDD) or international texts, as these are only inclusive when dialling from the UK.

**Please note that the daily charge (beginning at midnight as per the capital city of the local country) for RCUK Travel Pass Zone, can be triggered by an incoming or outgoing, call, text or data usage. Non-standard communication including but not limited to; Satellite Service, Maritime Service and In-Flight Service aren't included in any bundles and will be charged at out of bundle rates.**

If you wish to be opted out of the Travel Pass daily fee, please contact the Mobile Team as soon as possible. Please note that your international usage will be charged heavily at a per minute, per text or per megabyte rate as this will no longer be part of your roaming plan.





# RCUK Global

Looking to make international calls  
without adding a monthly bundle  
to your mobile plan?

With your new contract, your phone number is automatically enrolled in RCUK Global, our international calling service that lets you connect to any destination at a fraction of standard operator costs.

The RCUK Global app is designed to transform the way you stay in touch with friends and family worldwide. Whether you're a frequent traveller or simply looking for a cost-effective way to make international calls, our platform is here to simplify your communication.

What's more, there are no monthly subscription fees. You only pay for what you use, and charges are conveniently itemised in your monthly RCUK invoice. If you don't make any international calls, there's no cost – it's that simple.



To get started,  
simply call the  
access number:  
**+44 333 155 9200**

For additional RCUK access numbers, please log in to your RCUK Global account by visiting [www.rcuk.com/global](http://www.rcuk.com/global).

Here, you can explore rates for every destination, add additional household phone numbers to the service, and even purchase international virtual numbers, making it easier for your family and friends abroad to reach you.

For further assistance, contact the RCUK Global team by emailing [global@rcuk.com](mailto:global@rcuk.com) or calling **020 3319 9400**.

# RCUK GOLD

## Ready to elevate your mobile service?

With RCUK GOLD, our premium solution tailored for customers who expect and deserve more, you'll unlock a suite of exclusive benefits designed to maximize value and convenience.

As an RCUK GOLD member you'll enjoy optimized tariffs and receive a quarterly analysis of your usage to ensure you're always on the most suitable plan. What's more, to reduce bill shock, pre-approved overspend bundles are automatically applied when needed and at a discounted rate, month after month.

**There are also exclusive discounts across our portfolio where you'll save on services like:**



**Mobile Device Management (MDM) to streamline and secure your devices.**



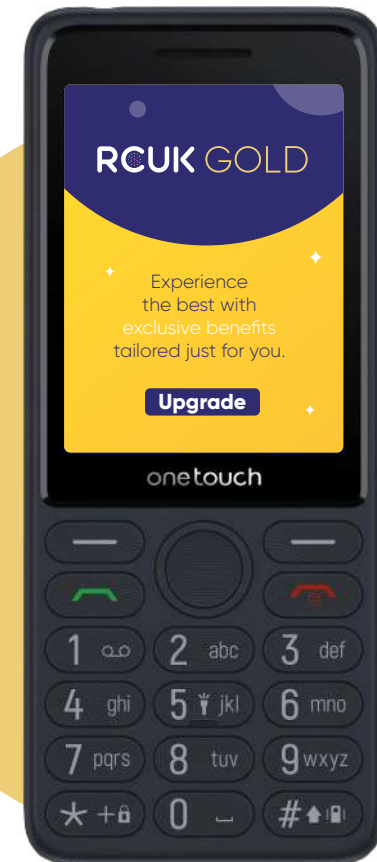
**RCUK Protect, our handset replacement service for peace of mind.**



**Unified Communications Services, for savings on home broadband, hosted telephony and more.**



**Mobile hardware discounts and priority for back-order devices.**



## The cherry on top?

RCUK GOLD is suitable for accounts of any size, and the more users you add, the lower the monthly cost per user.

**1 - 9  
users**  
£8 per user

**10 - 24  
users**  
£7 per user

**25 - 49  
users**  
£6 per user

**50+  
users**  
£5 per user

Call our team on **0330 118 8845** or email **gold@rcuk.com** to upgrade to RCUK Gold and start enjoying unparalleled benefits today!

# My Billing



## How can I contact the RCUK Billing Team?

The RCUK Billing Team will handle all billing queries for your mobile connections and liaise with the network directly on your behalf until resolution.



Call **020 8815 4109** or email [billing@rcuk.com](mailto:billing@rcuk.com)

## When will I receive my bill?

As default, bills for all RCUK services are sent by email at the beginning of the month. These will be sent to the email address supplied on your RCUK Mobile contract. For any special bill requests, please contact RCUK's Billing Team.

## How is my usage calculated?

The usage for your phone number/s is calculated from the 1<sup>st</sup> to the 31<sup>st</sup> (or the last day of the month), with your usage resetting to 0, on the 1<sup>st</sup> day of the following month.



Please see your contract under "Tariff Information" and page 7 for what's included in your allowance.

## Will my first bill or allowance be different if I start my RCUK Mobile contract mid-month?

Your first bill will be higher than normal, because this will include the pro-rated line rental together with usage from the previous month, in addition to the line rental for the full month ahead.



Depending on which point in the month your phone was connected to RCUK, you may even receive your first bill, with close to two months' worth of line rental.

› For example, if moving into the RCUK network on the 5<sup>th</sup> of September, you'll receive your first bill at the beginning of October, which will cover the line rental for 5<sup>th</sup> – 30<sup>th</sup> September, as well as calls and phone usages from 5<sup>th</sup> – 30<sup>th</sup> September and line rental for 1<sup>st</sup> – 31<sup>st</sup> October.

Moving ahead, you'll be billed a standard monthly cost as per your RCUK Mobile contract, together with any overspend or roaming fees.

As standard, over the first month of your contract, your allowance is calculated on a pro-rata basis. Consequently, your cost will be calculated on a pro-rata basis too.

Alternatively, if you'd like to have a full month's allowance when joining RCUK mid-month, please speak to the Mobile Team to arrange this for you.

› For example, as standard, a contract with a monthly tariff of Unlimited Talk and Text with 20GB data that costs £28.00 monthly, if this moves into the RCUK network on the 15<sup>th</sup> of November, you'll have a pro-rated tariff for the remainder of November of Unlimited Talk and Text with 10GB, with a pro-rated cost of £14.00.

› For example, if your tariff allows for 10GB data allowance and on the 22<sup>nd</sup> of the month you see that you've already exceeded 9GB data, simply reach out to the Mobile Team to increase your allowance for the rest of the month.

## How do I arrange payment?

RCUK's preferred payment method is Direct Debit. This will be collected from the account indicated on your RCUK Mobile contract under "Payment". Payment is collected 14 days after the date on your monthly bill. For any special payment requests, please contact RCUK's Billing Team.

As is standard practice across all telecoms providers in the UK, mobile services are charged the month's line rental, for one month in advance together with the previous month's call, text and data usages.

› For example, a bill received in June, will be for the upcoming line rental of 1<sup>st</sup> – 30<sup>th</sup> June, together with any calls and usage from 1<sup>st</sup> – 31<sup>st</sup> May.

## Can I make changes to my mobile allowance, once I have signed my contract?

Yes. You're able to increase your allowance at any point during your contract, this includes adding bundles to accommodate usage on a monthly basis, or a single month, allowing users to:

- Call international destinations
- Call non-geographical numbers (see page 7)
- Call international destinations whilst roaming abroad
- Text international mobiles
- Utilise a higher data allowance
- Create bespoke bundles

Or perhaps you have new business in China, but you don't have any international minutes included in your mobile allowance. Rather than being charged heavily on a per minute basis, contact the Mobile Team who can add an international direct dial (IDD) bundle for up to 5000 minutes over the course of each month.

**Please note, requests that affect the billing and costs of your account, can only be made by the account holder. Whilst we're able to increase allowances and add bundles mid-contract, we're unable to reduce your allowance mid-contract. Additionally, we're unable to add a bundle or increase your allowance to cover usage that's already occurred.**

## Why did my spend bar take so long to trigger when I was roaming?

All spend bars and data only bars are triggered periodically throughout the day, every day as opposed to the moment a user hits a specified limit, so you may exceed your overspend allowance before this happens. When roaming, RCUK relies on call reports from international carriers, hence barring may be delayed, and you'll incur the additional costs until the bar is triggered.

This service is designed to help you reduce heavy overspend and reduce bill shock. Mobile usage and any overspend remains the full responsibility of the user.





### Why is my mobile bill showing that I was roaming in a destination that I never visited?

In order to ensure that you remain well connected, even while roaming, your phone will automatically connect to the network carrier with the strongest mobile connection, which sometimes can belong to a neighbouring country. Our Mobile Team can show you how to avoid this. For more information please see page 19 under Manual Roam.



➤ **Example:** For example, when roaming in South-East Poland, your device will as usual connect to the stronger available network. In this instance, it may connect to a Ukrainian network, which is close by. In this instance, when opted into World Traveller, you'll be charged no fee for roaming in Poland (a EU destination), but you'll be charged a daily fee for using a Ukrainian network (a World Traveller destination).

The same is true if you've been connected whilst on a boat or a cruise. Your phone will automatically connect to the strongest network within range, regardless of the country you're closest to. However, if there's no country in range with a strong connection, you may connect to "SEA" – the satellite network associated with travelling at sea.

Similarly, when using a mobile connection during a flight, your phone may show these charges as "AAA" – the code associated with air travel. We recommend that if you don't wish to be charged for usage whilst onboard a flight, you activate your device's flight mode or switch it off altogether.

In order to avoid roaming on a network of a different country (and the associated potential increase in costs), you can alter your network settings, by performing a manual roam.

### I pay for RCUK GOLD service. When do I receive my report?

RCUK GOLD is a review and management service designed to take the daily hassle out of your telecoms portfolio; allowing you to concentrate on what you do best, leaving us to do what we do best. This service is available for qualifying accounts with more than 10 mobile connections in a single account.

RCUK's GOLD team internally review your account each quarter and apply changes to address continuous overspend, saving you money as you go. All savings made from RCUK GOLD are reported to you at the end of the contract period.

With RCUK GOLD you're in a win-win situation, if the service saves you money you win, whilst if it doesn't save you at a minimum your GOLD monthly fee over the full length of contract, RCUK will refund you the difference, so again you win at the end of the contract period.

## Online Travel Shop

An online one-stop shop for mobile accessories and more.

Discover a wide range of mobile accessories, talk-and-text phones, and essential tech products over at [www.rcuk.com/shop](http://www.rcuk.com/shop).

Whether you need chargers, cases, SIM-free phones, or other accessories, our online store makes it easy to find what you're looking for.

With a simple ordering process, secure payments, and fast delivery, shopping with us is hassle-free.

Explore our collection today!



**SIM-Cards**



**Accessories**



**Mifi & Dongles**



**Feature Phones**



**Talk & Text Only Phones (Kosher)**



**Tablets**



**Rentals**

Coming Soon...



**Top-ups**

Coming Soon...



**Special Offers**



## **RCUK Stamford Hill**

92-94 Stamford Hill  
London N16 6XS  
020 8806 6677  
london@rcuk.com

## **RCUK Golders Green**

2A Highfield Avenue  
London NW11 9ET  
020 8731 7171  
londonnw@rcuk.com

## **RCUK Manchester**

49 Leicester Road  
Salford M7 4AS  
0161 792 6600  
manchester@rcuk.com

## **RCUK Hillwood**

Hillwood Shopping District  
158 Clapton Common.  
London E5 9AG  
020 8802 6900  
hillwood@rcuk.com

## **RCUK Mobile Support**

020 8815 4111  
mobile@rcuk.com

## **RCUK Protect**

020 8815 4126  
protect@rcuk.com

## **RCUK Billing Support**

020 8815 4109  
billing@rcuk.com