

Using Your Mobile In IRELAND And The USA

Assuming that your mobile tariff allows roaming you can use your normal UK phone in Ireland and the USA, as long as it is a Tri-band or Quad-band phone, which most newer phones are.

There are some variances in the way you use your phone, and the costs may also be different, so we have provided the following information as a guide.

Note, although this is from the perspective of a UK resident travelling abroad, the information is similar for travellers from other countries.

When you first arrive switch your phone on. After a short while (although perhaps a little longer than at home) your phone should automatically find a signal for one of the providers including **Eircom, Vodafone IRL, T-Mobile & O2 IRL**. If it doesn't find the network automatically you'll usually have a **"Find Network"** option under the Settings menu. You'll need to switch from automatic to manual, and then search for available networks.

You should check with your own provider before travelling as they sometimes have a recommended provider which could save you some money.

All of the following information is based on T-Mobile and is correct at 25/01/2009, but things are very similar with all the Network providers

Making Calls with Pay Monthly or Pay As You Go

Pay Monthly

If you are on a **"Pay Monthly"** contract you should now be able to use your phone as normal with some minor changes as follows.

A) Calling back home to the UK

Dial the full international number, including the country code for the UK (+44), and drop the '0' from the start of the area/mobile code.

For example, a UK number 0208 number becomes +44 20 8.... (on most phones you get + by pressing * twice).

B) Calls to the country you're in

Dial them as if you were using a local mobile. You still need the area/mobile code but not the country code. So if calling a hotel or taxi in town you need the full area code followed by the number. If you are calling a friend's UK mobile just call them as normal using the full 07.....number

Pay As You Go

If you are on **"Pay As You Go"** you should be able to use your phone as shown at **A & B** above **UNLESS** you are **NOT** connected to a direct dial network. If this is the case you will need to dial an International access code first, even just to retrieve voicemail. (with T-Mobile for example this would be #33*1234#)

NOTE – If you need to use the access code then your ADDRESS Book will NOT work so you will need to dial all numbers in full yourself

To use the access code the process is as follows (This information is correct for a T-Mobile phone and other Networks may be slightly different)

Each time you want to make a call, first dial the access code (It's worth saving this in your address book as 'roaming') and press call. The call ends immediately. After a few seconds the international automated service will **call you back**. Answer the call and follow the recorded instructions.

A2) Calls to the UK

Dial the International roaming code & wait for the call-back. Press 1 and Dial the UK number you want as if you are in the UK. You don't need an international code. Press # (don't press the call button).

B2) Calls to the country you're in

Dial the International roaming code & wait for the call-back. Press 1 and Dial the foreign number you want to call as if you are in the UK. This will include the international code (e.g. +353 for a call to Germany). On most phones you get + by pressing * twice. Press # (don't press the call button).

Topping up your credit

Dial the International roaming code & wait for the call-back. Press 3, then 1.

Note you should ensure that you have registered your credit/debit card with your provider before travelling as they may not accept it to top up your phone otherwise.

WHAT DOES IT COST?

When using your UK mobile abroad you should be aware of the extra charges that you are likely to incur. The following information is based upon a standard **Monthly** tariff mobile, and most companies charge in a similar fashion. **Pay As You Go** user tariffs are now the same, but with some providers may be more expensive than **Pay Monthly**

Making A Call To The UK

This is going to cost £0.38 per minute from Ireland and £0.55 from USA, instead of your usual Free to £0.35 per minute.

Making A Call To Another Mobile Or Landline In The Country You Are In

This is also going to cost £0.38 per minute in Ireland and £0.55 in USA instead of your usual Free - £0.35 per minute.

NOTE – the prices per minute are the **Minimum** call charge, even if you only speak for 10 seconds. **Pay Monthly** use is then charged for every 30 seconds after the first minute. (e.g. a 61 second call would be £0.38 + £0.19 = £0.57)
Pay As You Go is charged for each second after the first minute.

Sending A Text Or Picture Message

When in Ireland this is going to cost £0.25 and £0.40 in the USA if texting the the UK and £0.50 (USA also £0.50) to anywhere else including the country you are in, even if you usually have FREE texts

Picture Messages are a little cheaper at £0.20 (USA same) each wherever they are sent to

NOTE - Remember that your **“Free minutes”** and **“Free Texts”** are not valid abroad so you will **PAY** for **ALL** Calls & Texts. There are call saver options available for a fee with most providers

Receiving A Call From The Uk

However, the real sting comes when you **RECEIVE** a call

Someone who calls you will only be charged as normal

However, **YOU WILL BE CHARGED** at around £0.38 per minute for receiving the call in Ireland and £0.55 in the USA!

Receiving A Text

At this time there is still no charge for this in Ireland or USA

Voicemail

You are likely to be charged £0.38 per minute in Ireland (USA £0.55) for retrieving your **VOICEMAIL** even if it's normally free

Be Warned

Everyone who calls you and leaves a message is treated as if you had answered. In other words **YOU ARE CHARGED** for the International part of the call at around £0.38 per minute (USA £0.55) whilst they are leaving a message, and then another £0.38 (USA £0.55) per minute to **RETRIEVE** it!

NOTE - when you're abroad you'll be charged if your phone diverts calls to voicemail because your phone is busy, unavailable or rings out. When someone calls you it connects to T-Mobile in the UK and is then routed to your phone abroad, if you don't answer the call it is then routed back to your mailbox in the UK. Because of this you are charged for **BOTH** of these diverts.

The only way to avoid this charge is to set your phone to **Divert All Calls To Voicemail** before you leave the UK. This will of course mean that you will not receive any calls at all. You can of course still make calls yourself.

Note the following costs taken from the Vodafone website 25/01/2009

Making calls in the USA £1.25 per minute (Ireland £0.38)

Receiving calls in USA £0.99 per minute (Ireland £0.19)

Sending a Text in USA £0.35 (Ireland £0.25)

The above are standard tariffs on **Pay Monthly**

Note the following costs taken from the O2 website 25/01/2009

Making calls in the USA £1.37 per minute (Ireland £0.35)

Receiving calls in USA £1.03 per minute (Ireland £0.18)

Sending a Text in USA £0.25 (Ireland £0.25)

The above are standard tariffs on **Pay Monthly**

Note the following costs taken from the Orange website 25/01/2009

Making calls in the USA £1.10 per minute (Ireland £0.38)

Receiving calls in USA £0.70 per minute (Ireland £0.19)

Sending a Text in USA £0.40 (Ireland £0.25)

The above are standard tariffs on **Pay Monthly**