



<b>Alternative Roaming Provider</b>	
<b>What is an Alternative Roaming Provider?</b>	<p>Following the introduction of EU Roaming Regulation from 1st July 2014 Vodafone customers will have the choice to opt for their roaming services from an Alternative Roaming Provider while keeping their SIM card and mobile number.</p> <p>“Alternative Roaming Provider” means another operator providing Roaming services while you are travelling abroad in an EU/EEA country. Alternative Roaming Providers could be mobile network operators in both home and visited countries, mobile virtual network operators and resellers of mobile communication services.</p>
<b>Who will be an Alternative Roaming Provider?</b>	<p>Alternative Roaming Providers could be mobile network operators in both home and visited countries, mobile virtual network operators and resellers of mobile communication.</p> <p>Customers who go roaming will have the choice to opt for Voice, SMS &amp; Data services, or data/internet access only services, while roaming in Europe.</p>
<b>Are there different types of Alternative Roaming Providers?</b>	<p>A “Single IMSI” Alternative Roaming Provider means the customer has the choice of choosing another operator to provide them with roaming voice, text &amp; data services while roaming in the EU/EEA country, while keeping their SIM &amp; mobile number.</p> <p>A “Local Break-out” Alternative Roaming Provider means the customer having the choice of choosing another operator to provide them with roaming data services while roaming in the EU/EEA country, while keeping their SIM &amp; mobile number.</p> <p>Therefore Roaming charging for Voice, SMS &amp; Data services will be by the Single IMSI Alternative Roaming Provider or data/internet access charging will be by the Local BreakOut Alternative Roaming Provider and not by Vodafone Ireland.</p>
<b>How can I avail of a Single IMSI Alternative Roaming Provider?</b>	An Alternative Roaming Provider must have an agreement in place with Vodafone Ireland in order for our customers to use their Roaming services. Currently there are no such agreements in place.
<b>Will Vodafone be a LBO Alternative Roaming Provider?</b>	Vodafone Ireland will not be a Local BreakOut Alternative Roaming Provider for roaming visitors to Ireland.
<b>Who is eligible to get LBO Alternative Roaming Provider?</b>	All customers of Vodafone Ireland are eligible to avail of a Local Breakout Alternative Roaming Provider subject to our terms & conditions.
<b>How do I get Data with a LBO Alternative Roaming Provider?</b>	A universal APN (EUInternet) will be configured and you will need to use this APN when using a Local BreakOut Provider for their Roaming data services within the EU/EEA countries.



	<p>To use the services of a Local BreakOut Alternative Roaming Provider you will need to configure your device to use the EUInternet APN when accessing data services provided by the Local BreakOut operator in EU/EEA countries. Alternatively the Local BreakOut Alternative Roaming Provider may configure your device for you.</p>																																				
<p><b>How much is LBO Alternative Roaming Provider?</b></p>	<p>Customers using the EUInternet APN for Internet access will be charged by the Local BreakOut Alternative Roaming Provider and not by Vodafone Ireland.</p>																																				
<p><b>Will Vodafone still be sending me data roaming notifications?</b></p>	<p>For those Customers who are active with a Local BreakOut Alternative Roaming Provider, Vodafone Ireland will not be performing DRN on Data usage.</p> <p>Vodafone Ireland will continue to implement DRN obligations for data roaming when customers are roaming outside of the EU/EEA regulated zone.</p>																																				
<p><b>I am being charged for data while I am using the services of a LBO Alternative Roaming Provider?</b></p>	<p>If you have changed your APN settings from the EU Internet APN you may be charged for data services by Vodafone.</p>																																				
<p><b>Are there any calls that will still invoke a Vodafone Ireland roaming charge in a EU\EEA country?</b></p>	<p>If you are using the Data services of a Local BreakOut Alternative Roaming Provider Vodafone will still charge for other Roaming Services, for example calls &amp; text, that you incur while roaming in that country.</p> <p>What countries can I avail of a LBO Alternative Roaming Provider?</p> <table border="1" data-bbox="722 1234 1461 1872"> <tr> <td>Austria</td> <td>Greece</td> <td>Netherlands</td> </tr> <tr> <td>Belgium</td> <td>Guadeloupe &amp; St Martin</td> <td>Norway</td> </tr> <tr> <td>Bulgaria</td> <td>Hungary</td> <td>Poland</td> </tr> <tr> <td>Croatia</td> <td>Iceland</td> <td>Portugal</td> </tr> <tr> <td>Cyprus</td> <td>Italy</td> <td>Reunion</td> </tr> <tr> <td>Czech Republic</td> <td>Latvia</td> <td>Romania</td> </tr> <tr> <td>Denmark</td> <td>Lithuania</td> <td>San Marino</td> </tr> <tr> <td>Estonia</td> <td>Liechtenstein</td> <td>Slovakia</td> </tr> <tr> <td>Finland</td> <td>Luxemburg</td> <td>Slovenia</td> </tr> <tr> <td>French Guyana</td> <td>Malta</td> <td>Spain</td> </tr> <tr> <td>France</td> <td>Martinique</td> <td>Sweden</td> </tr> <tr> <td>Germany</td> <td>Monaco</td> <td>United Kingdom</td> </tr> </table>	Austria	Greece	Netherlands	Belgium	Guadeloupe & St Martin	Norway	Bulgaria	Hungary	Poland	Croatia	Iceland	Portugal	Cyprus	Italy	Reunion	Czech Republic	Latvia	Romania	Denmark	Lithuania	San Marino	Estonia	Liechtenstein	Slovakia	Finland	Luxemburg	Slovenia	French Guyana	Malta	Spain	France	Martinique	Sweden	Germany	Monaco	United Kingdom
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<p><b>How many LBO agreements can I have?</b></p>	<p>You may have multiple Local BreakOut agreements provisioned but only one active at a point in time.</p>																																				



<p><b>How can I get data when I return home after using LBO?</b></p>	<p>If you have used the data services of a Local BreakOut Alternative Roaming Provider while abroad, and have just returned home you must configure your device to use your standard domestic APN. This is required so that access to domestic data service is enabled and correct charging is restored in order to avoid potentially higher data charges.</p> <ol style="list-style-type: none"> <li>1. The first time you try to gain internet access you will be directed to an information page with guidelines on selecting your domestic APN.</li> <li>2. You will be prompted to select your device type.</li> <li>3. Under Settings, set up your device for internet access.</li> <li>4. Find APN settings</li> <li>5. Key in APN, 'Live .vodafone.com' for standard devices, or 'hs.vodafone.ie' for mobile broadband devices.</li> </ol>
<p><b>What happens when a I move out of a EU\EEA country?</b></p>	<p>The customer will be back with Vodafone Ireland for their Roaming services.</p>
<p><b>I can't get access to data service though my Alternative Roaming Provider</b></p>	<ul style="list-style-type: none"> <li>• You may need to change your network settings to use Local BreakOut data services. Please check with your Local BreakOut Alternative Roaming provider</li> <li>• Vodafone Ireland may not have a roaming agreement with the operator providing services for your Local BreakOut provider. Please check with your Local BreakOut provider for the country you are roaming in.</li> <li>• If you are a prepaid customer we may not have a Camel agreement with the operator providing services for your Local BreakOut provider. Please check with your Local BreakOut provider for the country you are roaming in.</li> <li>• If you are part of a Business Account your Company contact may have blocked your mobile for Local BreakOut access.</li> <li>• You may be out of coverage with your Local BreakOut provider or moved to a different country. Unless your specific Local BreakOut provider is also in that country, and you are on the correct network to support the Local BreakOut provider, you will need to change your APN settings back to the domestic setting APN in order to get internet ac</li> </ul>