

# Roaming rates – full details.

This page explains how roaming works on **eir business mobile plans**, what's included and when charges apply. Roaming charges depend on the country you're in and the plan you're on.

**Transparency notice:** Additional charges may apply if you use services outside your plan's included allowances. All applicable roaming rates are set out on this page. **Prices shown exclude VAT.**

**Need help while abroad?** You can contact **eir business mobile care** from abroad on **+353 1 701 1450** for questions or support. **Calls to Customer Care are free of charge from your eir business mobile.**

## 1. How roaming works on eir business plans

Roaming charges depend on two simple things: **1. The country you're in**  
**2. Your mobile plan**

Roaming destinations are grouped into **Europe, Global** and **Executive** zones. If you're unsure which zone you're in, see the country lists in **Section 5**.

In many destinations, roaming is already included in your plan. Where it's not included, a daily roaming pass or standard roaming rates may apply. We will notify you by text when you arrive so there are no surprises.

## 2. What's Included on each plan

The tables below show what is included on each eir business mobile plan when using your phone in the Republic of Ireland and when roaming abroad. Country lists for each zone are provided later in this document.

Europe Plan	
Scenario	What's included
In the Republic of Ireland	✔ Unlimited calls, SMS and data
Roaming in Europe zone	✔ Unlimited data, and unlimited calls and SMS within the visited country, to other countries in the Europe zone, and back to the Republic of Ireland
International calls and SMS	✔ Unlimited calls and SMS from the Republic of Ireland to the Europe zone

Global Plan	
Scenario	What's included
In the Republic of Ireland	✔ Unlimited calls, SMS and data
Roaming in Europe zone	✔ Unlimited data, and unlimited calls and SMS within the visited country, to other countries in the Europe zone, and back to the Republic of Ireland
Roaming in Global zone	✔ Unlimited data, and unlimited calls and SMS within the visited country, to countries in the Europe and Global zones, and back to the Republic of Ireland
International calls and SMS	✔ Unlimited calls and SMS from the Republic of Ireland to the Europe and Global zones

Executive Plan	
Scenario	What's included
In the Republic of Ireland	✔ Unlimited calls, SMS and data
Roaming in Europe zone	✔ Unlimited data, and unlimited calls and SMS within the visited country, to other countries in the Europe zone, and back to the Republic of Ireland
Roaming in Global zone	✔ Unlimited data, and unlimited calls and SMS within the visited country, to countries in the Europe and Global zones, and back to the Republic of Ireland
Roaming in Executive zone	✔ 30GB data, plus 200 minutes and 200 SMS, for use within and between countries in the Executive zone
International calls and SMS	✔ Unlimited calls and SMS from the Republic of Ireland to the Europe and Global zones

### 3. Charges when you're outside your plan

This section explains how charges apply when your roaming usage is not included in your plan.

When you roam outside the zones included in your plan, charges apply in one of two ways:

- an automatic daily roaming pass, or
- standard out-of-bundle rates, depending on the destination.

The same charging principles apply whether:

- calls, texts, or data are used while roaming, or
- calls or texts are made from the Republic of Ireland to destinations not included in your plan.

All prices shown are exclusive of VAT.

Plan	How automatic roaming day passes apply
Europe Plan	<ul style="list-style-type: none"> <li>o Roaming in the <b>Global zone</b> → €5 Global Day Pass</li> <li>o Roaming in the <b>Executive zone</b> → €15 Executive Day Pass</li> <li>o Roaming in <b>Other Destinations</b> → out-of-bundle rates apply</li> </ul>
Global Plan	<ul style="list-style-type: none"> <li>o Roaming in the <b>Executive zone</b> → €15 Executive Day Pass</li> <li>o Roaming in <b>Other Destinations</b> → out-of-bundle rates apply</li> </ul>
Executive Plan	<ul style="list-style-type: none"> <li>o Roaming in the <b>Executive zone</b>: <ul style="list-style-type: none"> <li>- Includes <b>30GB data and 200 minutes / 200 SMS</b></li> <li>- Once this allowance is used, a <b>€15 Executive Day Pass</b> applies automatically</li> </ul> </li> <li>o Roaming in <b>Other Destinations</b> → out-of-bundle rates apply</li> </ul>

Full details of roaming day passes are shown in Section 4.

## Roaming usage – when charged out of bundle

(Same rates apply regardless of plan)

Roaming Destination	Calls charge	SMS charge	Data charge
Europe zone	€0.60 per minute*	€0.10 per SMS*	N/A
Global zone	€0.60 per minute	€0.10 per SMS	€0.25 per MB
Executive zone	€1.20 per minute	€0.20 per SMS	€0.50 per MB
Other destinations	€2.00 per minute	€0.50 per SMS	€0.50 per MB
In-Flight / Maritime	€2.00 per minute	€0.50 per SMS	€1.00 per MB

\* Calls and SMS made within the Europe zone (Europe → Europe) are included on all plans. Charges above apply only when usage is charged out of bundle.

**Customer Care calls are always free of charge.**

## International calls and SMS from the Republic of Ireland – when charged out of bundle

Destination	Calls charge	SMS charge
Europe zone	Included	Included
Global zone	€0.60 per minute	€0.10 per SMS
Executive zone	€1.20 per minute	€0.20 per SMS
Other destinations	€2.00 per minute	€0.50 per SMS
In-Flight / Maritime	€2.00 per minute	€0.50 per SMS

## 4. Daily Roaming Passes

Roaming day passes are applied **automatically** when you use data, make a call or send a text in a country that is not included in your plan. There is no opt-in required.

Pass	Applies When	Includes
€5 Global Day Pass	Global zone destinations on Europe plan	Unlimited data, 100 minutes, 100 texts
€15 Executive Day Pass	Executive Zone destinations	Unlimited data, 100 minutes, 100 texts

### Day pass rules.

- Day passes start when you first use data, make a call or send a text while roaming
- A day pass lasts until **midnight Irish time** (this may differ from local time in the country you're visiting)
- Only **one day pass** per day applies
- **Data is unlimited** while a day pass is active
- Each day pass includes a daily allowance of 100 minutes and 100 texts
- Once the included minutes or texts are used, further calls or texts are charged at out-of-bundle rates until midnight Irish time
- Any usage after midnight Irish time triggers a new day pass

## 5. Country lists by zone

Countries are listed alphabetically. If a country does not appear in Europe or Global zones, it will fall under the Executive or Other destinations categories.

**Europe zone countries** Åland (Finland); Albania; Andorra; Austria; Azores; Belgium; Bosnia and Herzegovina; Bulgaria; Canary Islands; Croatia; Cyprus; Czechia; Denmark; Estonia; Faroe Islands; Finland; France; French Guiana; Germany; Gibraltar; Greece; Guadeloupe; Guernsey; Hungary; Iceland; Isle of Man; Italy; Jersey; Kosovo; La Réunion; Latvia; Liechtenstein; Lithuania; Luxembourg; Macedonia; Madeira; Malta; Martinique; Mayotte; Moldova; Monaco; Montenegro; Netherlands; Norway; Poland; Portugal; Romania; Saint Barthélemy; Saint Martin; San Marino; Serbia; Slovak Republic; Slovenia; Spain; Svalbard; Sweden; Switzerland; Ukraine; United Kingdom; Vatican City State

**Global zone countries** Australia; Bangladesh; Brazil; Canada; China; Colombia; Ecuador; Egypt; Hong Kong; India; Indonesia; Israel; Japan; Kuwait; Malaysia; Mexico; New Zealand; Pakistan; Panama; Paraguay; Qatar; Saudi Arabia; Singapore; South Africa; South Korea; Thailand; Turkey; United Arab Emirates; United States of America; Uruguay

**Executive zone countries** Algeria; Anguilla; Antigua and Barbuda; Argentina; Armenia; Aruba; Azerbaijan; Bahamas; Bahrain; Barbados; Belarus; Belize; Bermuda; Bolivia; Bonaire; Botswana; British Virgin Islands; Brunei Darussalam; Cambodia; Cameroon; Cape Verde; Cayman Islands; Central African Republic; Chad; Chile; Costa Rica; Curaçao; Democratic Republic of Congo; Dominica; Dominican Republic; East Timor; El Salvador; Equatorial Guinea; Fiji; French Polynesia; Gambia; Georgia; Ghana; Greenland; Grenada; Guam; Guatemala; Guinea Republic; Honduras; Iraq; Jamaica; Jordan; Kazakhstan; Kenya; Kyrgyzstan; Laos; Liberia; Macau; Madagascar; Malawi; Maldives; Mali; Mauritania; Mauritius; Mongolia; Montserrat; Morocco; Myanmar; Nepal; Nicaragua; Niger; Nigeria; Northern Mariana Islands; Oman; Peru; Philippines; Puerto Rico; Russia; Rwanda; Saba; Saint Kitts and Nevis; Saint Lucia; Saint Vincent and the Grenadines; Samoa; Senegal; Seychelles; Sint Eustatius; Sint Maarten; South Sudan; Sri Lanka; Sudan; Swaziland; Taiwan; Tanzania; Togo; Tonga; Trinidad and Tobago; Tunisia; Turks and Caicos Islands; United States Virgin Islands; Uzbekistan; Venezuela; Viet Nam; Zambia; Zimbabwe

**Other destinations** Afghanistan; American Samoa; Angola; Benin; Bhutan; Burkina Faso; Burundi; Comoros; Congo; Ethiopia; Gabon; Guinea Bissau; Guyana; Haiti; In-flight; Iran; Ivory Coast; Kiribati; Lebanon; Libya; Maritime; Mozambique; Namibia; Nauru; Palau; Papua New Guinea (PNG); Sierra Leone; Solomon Islands; Somalia; Suriname; Tajikistan; Uganda; Vanuatu; Yemen

## 8. Important information

- ✔ Charges apply per minute, per message or per MB unless stated otherwise
- ✔ Calls to Voicemail are free of charge within Europe.
- ✔ Nongeographic numbers, such as Premium rate numbers and special services, are charged separately
- ✔ Roaming availability depends on local network coverage
- ✔ Zones, rates and allowances may change during the contract term

For full legal terms, please refer to your **eir business Mobile Services Agreement**.



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