

## **Roaming Tariffs From August 2017**

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In August 2017 both Manx Telecom and Sure reviewed their roaming charges.

Further information can be viewed on the websites:

<https://www.manxtelecom.com/personal/mobile/roaming/pay-monthly>

<https://web.sure.com/isleofman/mobile/boosters/travel-boosters>

Manx Telecom and Sure are offering different roaming solutions:

Manx Telecom is offering a given number of minutes/texts and data in addition to your inclusive allowance, which are to be used only whilst roaming in Zones 1 and 2. After these allowances have been exceeded, you will be charged at the standard rates, which have reduced.

Sure is offering various boosters. The Travel boosters reduce the cost of roaming for a monthly charge. There is also a Smart Roamer booster which, for a higher monthly charge, gives you an inclusive balance of 500MB plus various other discounts on calls and texts. This second offer is probably better value for frequent travellers as it comes with a minimum subscription period.

### **Things to Note**

It can sometimes take longer for your balance to update whilst roaming, due to the information being sent across various networks. We would advise you to keep on top of checking your balance and be mindful that it will probably not be "real time". Be conservative with your usage if you want to avoid bill shock. If you are streaming videos for example, you are likely to use several MB very quickly and even with these new offers, could receive a large unwanted bill.

## How to Avoid High Data Roaming Charges

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Roaming can be undertaken in 2 different ways: Isle of Man visitors can roam abroad, and visitors from abroad can roam in the Isle of Man. If you are visiting the Isle of Man from the UK or abroad, be sure to check if using your phone in the Isle of Man will incur additional charges. The Isle of Man is not part of the EU or EEA and so not all providers include the Isle of Man in their EU free roaming bundles, though some do.

When you do things like the following on your phone when travelling, you will be charged for using data:

- surf the web
- check emails
- open attachments
- download songs
- upload pictures to social media
- stream movies

Even if you do not engage in these activities, if data roaming is enabled on your phone, various applications may update in the background, which can lead to a large bill. Wi-Fi assist allows your phone to use data to aid poor Wi-Fi signal, so you can talk to your provider about disabling this function as well.

Hotels and cafes often provide cheap or free Wi-Fi, and this allows you to connect to the internet without roaming. Another option is to purchase a local SIM card. If you do need to data roam, your phone provider will offer more cost-effective roaming packages that can be purchased before your trip.

Visit your phone provider's website for more information about roaming. For instructions on how to disable data roaming we would recommend that you always contact your mobile phone provider. Not all mobile phones will disable roaming in the same way. As an example, iPhones are configured in such a way that they do not recognise the UK as roaming when using a Manx SIM card, requiring the Access Point Name (APN) within the internet settings to be removed.

Manx Telecom customers should look at the following link:

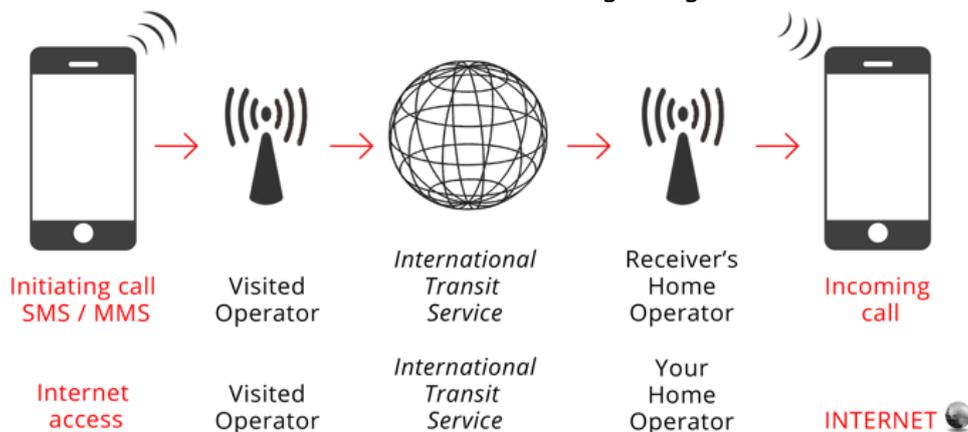
<https://www.manxtelecom.com/personal/mobile/roaming/data-roaming/switch-off-data> or call 01624 624 624 for further information.

Sure customers should look at the following link <https://isleofmanhelp.sure.com/hc/en-gb/articles/200328562-Data-roaming> or call 07624 247 247 for further information.

## Why Roaming Charges Are Higher for Isle of Man Customers

When you make a mobile call between networks (for example a call from a MT number to a Sure number) the network on which the call terminates charges the operator which the call originated from. In the Isle of Man this mobile termination rate is regulated and the Commission has set this at 1.25 pence per minute, which is in line with other similar jurisdictions and around 3p cheaper than the current rate in the Channel Islands.

When roaming in the EU, for example, this means that a call from an Isle of Man SIM will be using an EU mobile operator network (or visited operator in the diagram) and the EU or visited operator will charge the Isle of Man (home) operator for this usage. This charge is recouped from the consumer in the form of a roaming charge.



In the EU, roaming charges are heavily regulated and this has helped to dramatically reduce roaming costs for EU consumers. The UK is (currently) part of the EU and therefore is benefiting from these low roaming charges. This has resulted in the various new roaming offers now available from UK mobile operators. The Isle of Man is not part of the EU or the EEA and therefore does not benefit from these regulations.

Essentially, EU operators can impose higher rates on Isle of Man operators as the European Regulations do not cover the Isle of Man.

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