



MOBILE PHONE SERVICES IN THE EU

When arriving in the new country, it may be worth obtaining a SIM card with a local network, in order to benefit from local connection rates, generous data pack offers and free roaming across the whole area of the European Union.

We would like to offer you a few tips, the aim of which is for you to enjoy the services available to you and not miss out on bonuses offered by operators.

In most cases, those newly arrived to new countries may be limited to being able to purchase pay-as-you-go SIM cards. Please bear in mind that you will be required to register the newly purchased SIM card in your name, this is legally required throughout the EU, as a matter of crime prevention. You may be required to produce an ID for this purpose, we advise you to check the requirements for such registration before purchasing the SIM card.

Mobile networks sometimes advertise generous call minutes and/or data package bonuses for new customers. Please make sure that you understand that such bonuses may not be activated automatically and may require you to activate them, by the way of sending a text message, calling the customer service, etc.

Please take care when taking up promotional offers for cost of using the service, as these may be only active for a limited period of time.

You may also wish to look out for the information regarding the expiration of your mobile number, minimum top-up requirements, etc. It is worth bearing in mind that you may lose the unused credit in your account, if you don't keep up the validity of the account, as required by the network.

If you are in dispute with a mobile network, you may wish to seek advice from consumer organisations. As telecommunications sector is regulated, there may be dedicated organisations available to provide advice and/or assistance with your dispute.