

Roam Like at Home

V2.0

October 2023

Roam Like at Home (RLAH) legislation has been in place since 2017. It is relevant to the United Kingdom, all member countries of the European Union, plus other destinations in Europe outside of the European Union such as Norway, Iceland and Liechtenstein.

When roaming in one of the roam like at home countries you can use your domestic bundles as you would at home, meaning less risk of out of bundle charges and bill shock.

The destinations covered by the AMS IT Support Ltd RLAH policy are as follows:

Europe Zone 1: Austria, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus (excluding Turkish sector), Czech Republic, Denmark, Estonia, Finland, France, French territories (French Guiana/Guadeloupe/Martinique/Mayotte/Reunion and Saint Martin), Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy (inc. Vatican City), Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal (inc. Madeira), Romania, Slovakia, Slovenia, Spain (inc. Balearic Islands), Sweden.

Europe Zone 2: Guernsey, Jersey, Isle of Man, Faroe Islands, San Marino, Switzerland.

Unlike some of our competitors, AMS IT Support Ltd offer users access to bundles whilst in European Zone 2 despite these destinations being unregulated. Please note out of bundle call rates in EU Zones will be charged at standard roaming rates and calls between zones are not included, these would be chargeable in the same way international calls to other zones from the UK would be.

Out of Bundle Rates

In line with RLAH regulation our out of bundle rates while roaming in Europe align with what we charge in the UK.

Data Caps

Any out of bundle spend generated while roaming, either in Europe or rest of the world, will contribute to data cap limits where opted in.

Roam Like at Home Summary

With RLAH the user gets access to the following based on their domestic bundle allowances when roaming in the inclusive destinations:

- Data usage (Fair usage policy applies)
- Calls & texts to the UK (to any UK mobile or standard fixed-line number e.g. 01, 02, 03)
- Calls & texts within the same zone (mobile / standard fixed-line number)
- Receiving calls & texts when in a RLAH country
- Calls to emergency services (i.e. 999 or 112)
- Calls to UK freephone numbers
- Calls to voicemail

The following are not included within RLAH:

- Calls to non-geographical and premium numbers
- Calls and texts to worldwide destinations (ROW zones 1-4)
- Calls and texts to international destinations from the UK
- Calls and texts to another EU zone from and EU zone (i.e. from zone 1 to zone 2)