Roaming from A to Z

Roaming, international rates – do you know what these terms actually mean? Understanding roaming is easier than you think!
Follow this guide and keep calm, wherever in the world you happen to be!

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What is roaming?

We use the word "roaming" whenever a mobile phone **uses a foreign GSM network**. If you go to France and use the Bouyges network, or if you're sunbathing in Spain and you're on Movistar, well, that's roaming.

When is roaming free of charge?

Since 12 June 2017, roaming charges do not apply **outside Belgium for communications** within the European Union (EU).

So, if you:
- call a German number while you're in Italy
- want to use your data while you're in sunny Spain
- send a text to a colleague in Belgium while you're in Austria
- ≫ **these communications are simply deducted from your domestic plan.**[1]
  The same goes for the French West Indies, French Guyana and Reunion Island.

When do you have to pay for roaming?

You have to pay for roaming **everywhere outside the EU**. Please note that the same goes for certain European countries, which are shown in red on the map over the page.

What is an international communication?

We speak of international communications when you **call or send a text from Belgium to a foreign country**, whether within the EU or outside. International rates will then apply.

You'll find more information about these rates at proximus.be/holidays

To sum up

	You call/send a text[2]		You receive a call	You receive a text[3]	You browse the Net
	To an EU country	To a non-EU country			
You're in the EU (but not in Belgium)	✓ min/text deducted from your plan[1]	roaming charges	✓ free of charge	✓ free of charge	✓ GB deducted from your plan[1]
You're in Belgium	current international rates[4]	current international rates	✓ free of charge	✓ free of charge	✓ GB deducted from your plan[1]
You're outside the EU	roaming charges	roaming charges	roaming charges	✓ free of charge	roaming charges