

Terms and Conditions

When using your mobile device via air or sea travel, there are potential risks involved if you do not switch off your device or enable 'Flight Mode'. Below outlines why it is important to do this and what the risks are. This also outlines how utilising air and sea satellite services whilst travelling differs from conventional roaming.

A mobile device can connect to some satellite network services, where the service is made available via air and maritime travel companies, automatically. There will be no authorisation required from the end user to connect.

When the device is not switched off, or placed in flight mode, mobile device applications can constantly update and run in the background, using data services without the user's knowledge, even if the device is stored away.

Roaming spend on satellite roaming services is not considered the same as mobile network roaming, it is not included within standard roaming bundles or services. In addition, out of bundle costs are in most cases significantly higher than standard roaming costs by destinations within set world zones.

The EU spend cap of €50 does not cover these services at all. However, the worldwide Data Cap covering data consumption in excess of £35 does, where users have opted into this.

These services are currently charged at the same rates as Rest of World Zone 4 network roaming costs. **Please be aware that this will be charged at £8,294.40 per GB when using your mobile via air or sea travel.**

Top Tips for Travelling

To avoid using satellite services whilst travelling, keep the device switched off. Alternatively, if you wish to use a device whilst travelling, ensure flight mode is on so only offline functionality is available.

Ensure you are not opted out of the Worldwide Data Cap, and if the generic cap of £35 is too low, then we can apply Mobile Bill Limits instead based upon expected costs or spend values.

Take advantage of our Usage Alerts Services. Notifications can be applied based on both spend and usage type (mins/SMS/data by MB used etc). This way usage can be easily monitored and does not need to result in restrictions being automatically applied, potentially causing an inconvenience to the end user.



Flight mode

