

TKS easyMobile Roaming Options

EU Roaming	
Option Includes	Texting, calling the mailbox, incoming and outgoing calls are according to the fair use policy.
	Data usage is according to the original tariff.
	<p>Unlimited, Data Max tariffs, & Unlimited plus plans: Data usage is according to the included EU budget from the original tariff. Unlimited & Data Max plans included budget is 104 GB data/mo and Unlimited plus plan included budget is 46 GB data/mo. These included budgets are subject to change and therefore always refer to the MyTKS App actual data overview. The volume is per billing cycle and will be calculated from the use in the EU plus the usage over the easyTravel option. Exceeding the data volume in an EU country will be charged at 0.13 Cents per MB.</p> <p>Giga Connect and Data Nat plans: With these plans there is no Roaming available.</p>
Fair Use Policy	<p>The fair use policy states that with the option EU Roaming up to 500 minutes and 500 Texts per day can be used for connections within the EU countries and to Germany.</p> <p>Price for exceeding included fair use budget is € 0.17 per min. or per Text.</p>
Restrictions	Included service is only valid for connections to Germany and the EU listed countries.

Included EU Roaming Countries
<p>Austria, Azores, Belgium, Bulgaria, Canary Islands, Ceuta, Croatia, Cyprus (excluding Northern Cyprus), Czech Republic, Denmark, Estonia, Finland, France (excluding Monaco), French Guiana, Gibraltar, Great Britain, Greece, Guadeloupe, Hungary, Iceland, Ireland, Italy, La Reunion, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Melilla, Netherlands, Norway, Poland, Portugal, Romania, Saint-Barthelemy, Saint-Martin, Slovenia, Slovakia, Spain, and Sweden</p>

TKS easyMobile Roaming Options

Default option: No deactivation possible	Available Options:	
easyTravel Day	easyTravel Week	easyTravel Flex
€ 6.71 per calendar day, according to Central European Time (CET) - Calendar Day 0:00 until 23:59	€ 18.48 per 7 calendar days,	€ 8.50 per month 6 months duration

easyTravel Option Remarks	
Available Countries:	Andorra, Canada , Faroe Islands, Guernsey (GB), Isle of Man (GB), Jersey, Monaco, Switzerland, Turkey including Cyprus (Northern part), & USA
Included Service:	Texting, calling the mailbox, incoming and outgoing calls are according to the fair use policy.
	Data usage is according to the original tariff.
	Unlimited, Data Max, and Unlimited plus plans = The data usage of all easyTravel options is according to the included EU budget from the original tariff. The included EU budget per billing cycle will be calculated from the use in the EU plus the usage over the easyTravel option. Exceeding the data volume in an easyTravel country will be charged at 0.45 Cents per MB.
Fair Use Policy:	The fair use policy states that with the easyTravel options up to 500 minutes & 500 Texts per day can be used for connections to Germany and the country that you are currently in. Price for exceeding included fair use budget is € 0.17 per min. or per Text.
Restrictions:	Included service is only valid for connections to Germany and the country that you are presently in.

How to book an easyTravel option	
easyTravel Day:	It is a default option and can't be deactivated. It starts automatically with the first mobile usage and charged again after 24 hours (CET) when further used.
easyTravel Week:	To receive this option a text message must be sent to the number 70127 with the text "Easy7" . The EasyTravel week always starts the following day (00:00:01 CET), regardless of whether and when you enter the destination country. If you book in the destination country, one EasyTravel day will be charged on the day of booking. Tip: Book the EasyTravel week one day before your trip. Then you are covered right from the start.
easyTravel Flex:	easyTravel Flex can only be booked by TKS (shops or hotline) Cancellation: After the 6 months duration has been fulfilled a cancellation can be requested to the end of the month.

What is important to know about traveling in the USA with a German network provider (SIM-Card) and / or a German mobile device:

USA networks discontinuation

USA Mobile carriers are shutting down many networks, which rely on older technologies, to make room for more advanced network services, including 5G. As a result, many older mobile devices will be unable to make or receive calls (including emergency calls), texts, and use data services. This will affect all mobile devices and providers that **do not support Voice over LTE** (VoLTE or HD Voice).

What is Voice over LTE (VoLTE)?

VoLTE stands for Voice over LTE and provides calls via the LTE network and uses the latest mobile communications standard and the strongest connection. With the VoLTE option there are no monthly basic charges. Charges only apply for connections being made, that are not included in your chosen tariff and/or additional options and will be charged according to the actual easyMobile price list. VoLTE does not use up any data volume.

Note: The mobile device must support VoLTE to be able to use this service.

What happens when Voice over LTE (VoLTE) is not available?

Without the possibility of telephoning via LTE, the mobile phone automatically logs into the operator's GSM or UMTS network, which is fine in Germany, but becomes a big problem at the moment when traveling within the USA. The USA has unfortunately discontinued these networks.

What networks are still available & which frequency ranges are required in the USA?

Data transmission in the LTE network requires the frequencies 850 and 1900 Mhz.

For the best possible connection, we recommend 700, 850 and 1900 MHz (Band 12, 5 and 2).

These networks are no longer supported in the USA:

As of January 1st, 2017 - 2G GSM, GPRS and EDGE networks

As of January 1st, 2022 - HSPA+, UMTS and HSPA networks

LTE – is supported and here the end device must be able to support the frequencies 850 and 1900 Mhz.

For the best possible connection, we recommend 700, 850 and 1900 MHz, i.e., band 12, 5 and 2.

Note: When entering the USA, it is important to turn on the feature Voice over LTE (VoLTE) and then do a restart on the mobile device. Also, you will receive a SMS. This will unfortunately be in German, but you will be able to see the providers name listed, these listed names are from providers that are better for reception in the area you are presently in.

Making calls still a problem?

If you have the correct hardware that uses the required frequencies and you have VoLTE activated and still are having difficulty to make phone calls, try the following Alternative:

Due to your easyTravel option you can use your data that is included in your tariff without extra charge. While you have data service and only problem with calling, a good alternative is the use of a VoIP (Voice over IP) software to establish calling connections. There are many VoIP services: TKS offers the **easyConnect Mobile Global option** over the myTKS App, or there are many other providers for e.g.: WhatsApp, Skype, Google Hangouts, Facebook Messenger, etc....

Note: Some VoIP service providers allow you to skip dialing 011 before placing an international call. If this feature is turned on, just leave out the 011 U.S. exit code.

TKS easyMobile Roaming Options

Default option: No deactivation possible	Available Option:
ReisePaket World Day € 8.40 per day, according to Central European Time (CET) - Calendar Day 0:00 until 23:59	ReisePaket World Week € 29.40 per 7 calendar days,

ReisePaket World Remarks		
Available Countries:	Over 100 preselected countries excluding EU, Turkey, Switzerland, USA, & Canada, refer to ReisePaket World Country list.	
Included Service	Day:	50 min. (usable for calling the mailbox, outgoing and incoming calls), 50 Text, and 500 MB per day.
	Week:	50 min. (usable for calling the mailbox, outgoing and incoming calls) & 50 Text per day, and 4 GB per week.
Price For Exceeding The Included Budgets	Day:	€ 0.17 per min. (outgoing and incoming calls), per Text, & per MB.
	Week:	€ 0.17 per min. (outgoing and incoming calls), & per Text. Surfing speed will be reduced to 5 kbit/s, to continue surfing a ReisePaket World Week – Data Upgrade 500 MB can be added (refer to how to book).
Time Range:	Central European Time (CET) – Calendar Day 0:00 until 23:59	
Restrictions:	Included service is only valid for connections to Germany and the country that you are presently in.	

How to book a ReisePaket World option	
ReisePaket World Day:	It is a default option and can't be deactivated. It starts automatically with the first mobile usage and charged again after 24 hours (CET) when further used.
ReisePaket World Week:	To receive this option a text message must be send to the number 70127 with the text " Paket7 ". The ReisePaket World week always starts the following day (00:00:01 CET), regardless of whether and when you enter the destination country. If you book in the destination country, one ReisePaket World Day will be charged on the day of booking. Tip: Book the ReisePaket World week one day before your trip, then the coverage is right from the start.
ReisePaket World Week – Data Upgrade 500 MB:	This option costs € 5.03 per 500 MB and can be booked after the included data volume has been used. The data package during the active week ends at 23:59 of the calendar day, German local time. After using up the 500 MB, speed limitation of 5 kbit/s applies again. To receive this option a text message must be send to the number 70127 with the text "500".

ReisePaket World Countries
<p>Afghanistan, Albania, Algeria, Anguilla, Antigua & Barbuda, Argentina, Armenia, Aruba, Australia, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Belarus, Belize, Benin, Bermuda, Brazil, British Virgin Islands, Bosnia-Herzegovina, Botswana, Brunei, Burkina Faso, Cambodia, Cameroon, Cape Verde Islands, Cayman Islands, Central African Republic, Chad, Chile, China, Colombia, Congo (Republic), Costa Rica, Curacao (Netherlands Antilles), Democratic Republic of Congo, Dominica, Dominican Republic, Ecuador, Egypt, El Salvador, Fiji, French Polynesia, Gabon, Georgia, Ghana, Greenland, Grenada, Guam, Guatemala, Guinea, Guinea-Bissau, Guyana, Honduras, Hong Kong, India, Indonesia, Iraq, Iran, Israel Ivory Coast, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kosovo, Kuwait, Kyrgyzstan, Laos, Lebanon, Lesotho, Liberia, Macau, Madagascar, Malawi, Malaysia, Maldives, Mali, Morocco, Mauritius, Mexico, Moldova, Mongolia, Montenegro, Mozambique, Myanmar, Nepal, Netherlands Antilles (St. Maarten), New Zealand, Nicaragua, Niger, Nigeria, North Macedonia, Oman, Pakistan, Palestinian Territories, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russia, Rwanda, Samoa, Saudi Arabia, Senegal, Serbia, Seychelles, Sierra Leone, Singapore, Sri Lanka, St. Kitts, St. Lucia, St. Vincent, South Africa, South Korea, South Sudan, Suriname, Swaziland, Tajikistan, Taiwan, Tanzania, Thailand, Togo, Tonga, Trinidad and Tobago, Tunisia, Turks and Caicos Islands, Uganda, Ukraine, Uruguay, Vanuatu, United Arab Emirates, Uzbekistan, Vietnam, & Zambia</p>

The prices shown are subject to exchange rate fluctuations and changes on the part of the Roaming partners who can change the end prices significantly at short notice. Roaming partners may charge additional surcharges for receiving calls & texting. Rates are here not listed for service numbers or satellite connections. Vodafone reserves the right to regroup countries. All prices are in Euro and without VAT, refer to the general terms and conditions for applicable VAT regulations. Rates and services are subject to change.

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ReisePaket Data Day € 12.60 per 24 hours, Zone 1 & Zone 2	ReisePaket Data Week € 25.20 per 7 calendar days, Zone 1 & Zone 2	ReisePaket Data 24h € 25.20 per 24 hours, Zone 3
50 MB included	100 MB included	10 MB included

How to book a ReisePaket Data option

General Information:	<p>Activate "data roaming" in your cell phone settings before you send the text message to activate service. A data connection is only established if you book a Data travel package. You will receive an SMS when you have reached 80% of your data volume budget. You can book another Data travel package at any time. If you have used up your included budget or have reached the end of the booked period, we will automatically terminate the connection.</p> <p>The packages are only available over the APN: web.vodafone.de or cda.vodafone.de</p> <p>MultiSIM usage: when using multiple SIM cards, the main card must be used to activate the option. The options can then be used on all SIM cards. However, not all foreign mobile networks allow simultaneous data connections with multiple SIM cards. In this case, only one device can be used at a time (disable all other data connections).</p>
ReisePaket Data Day & ReisePaket Data 24:	To receive this option a text message must be send to the number 70127 with the text "Tag" .
ReisePaket Day Week:	<p>To receive this option a text message must be send to the number 70127 with the text "Woche".</p> <p>If you book in the destination country, you will be charged on that day first for ReisePaket Data Day.</p> <p>Tip: Book the ReisePaket World week one day before your trip, then the coverage is right from the start.</p>

ReisePaket Data Countries

Zone 1	Afghanistan, Albania, Algeria, Anguilla, Antigua & Barbuda, Argentina, Armenia, Aruba, Australia, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Belarus, Belize, Benin, Bermuda, Brazil, British Virgin Islands, Bosnia-Herzegovina, Botswana, Brunei, Burkina Faso, Cambodia, Cameroon, Cape Verde Islands, Cayman Islands, Central African Republic, Chad, Chile, China, Colombia, Congo (Republic), Costa Rica, Curacao (Netherlands Antilles), Democratic Republic of Congo, Dominica, Dominican Republic, Ecuador, Egypt, El Salvador, Fiji, French Polynesia, Gabon, Georgia, Ghana, Greenland, Grenada, Guam, Guatemala, Guinea, Guinea-Bissau, Guyana, Honduras, Hong Kong, India, Indonesia, Iraq, Iran, Israel Ivory Coast, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kosovo, Kuwait, Kyrgyzstan, Laos, Lebanon, Lesotho, Liberia, Macau, Madagascar, Malawi, Malaysia, Maldives, Mali, Morocco, Mauritius, Mexico, Moldova, Mongolia, Montenegro, Mozambique, Myanmar, Nepal, Netherlands Antilles (St. Maarten), New Zealand, Nicaragua, Niger, Nigeria, North Macedonia, Oman, Pakistan, Palestinian Territories, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russia, Rwanda, Samoa, Saudi Arabia, Senegal, Serbia, Seychelles, Sierra Leone, Singapore, Sri Lanka, St. Kitts, St. Lucia, St. Vincent, South Africa, South Korea, South Sudan, Suriname, Swaziland, Tajikistan, Taiwan, Tanzania, Thailand, Togo, Tonga, Trinidad and Tobago, Tunisia, Turks and Caicos Islands, Uganda, Ukraine, Uruguay, Vanuatu, United Arab Emirates, Uzbekistan, Vietnam, & Zambia
Zone 2	Angola, Bhutan, Bolivia, Burundi, Djibouti, East Timor, Equatorial Guinea, Ethiopia, Gambia, Libya, Maritime Services, Mauritania, New Caledonia, Roaming on airplanes, Solomon Islands, Turkmenistan, Venezuela, Yemen, & Zimbabwe,
Zone 3	Cuba, Kiribati, Namibia, & Norfolk Island

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TKS easyMobile Roaming Options

Vodafone World & World Data

Vodafone World is the worldwide standard international rates for your tariff.
Vodafone World only applies if there is no included, default or booked option for the respective country.

Telephony¹

Prices within the EU	from all networks	
EU (outgoing calls)	National Price	
EU (incoming calls)	National Price	
Calls to Germany and within the destination country	from a Vodafone network	from another network
Europa 1	0.91 Euro/Min	1.02 Euro/Min
Europa, USA, & Canada	1.47 Euro/Min	1.63 Euro/Min
World 1	2.30 Euro/Min	2.56 Euro/Min
World 2	4.61 Euro/Min	5.12 Euro/Min
Receiving calls in the destination country	from all networks	
Europa	0.61 Euro/Min	
USA & Canada	0.71 Euro/Min	
The Rest of the World	1.53 Euro/Min	

Price per Text²

Receiving	0,00 Euro
Sending from all EU countries	National Price
Sending from: Vodafone & Vodafone partner networks outside the EU	0.41 Euro
Sending from other networks and countries	0.46 Euro

World Data³

Zone EU	National Price
Zone 1	3.49 Euro/MB
Zone 2	10.03 Euro/MB
Zone 3	16.18 Euro/MB
Zone 4	20.28 Euro/MB
Zone 5	0.10 Euro/MB

Fair Use Policy:	The fair use policy states that with the option EU Roaming up to 500 minutes and 500 Texts per day can be used for connection within the EU countries and to Germany. Price for exceeding included fair use budget is € 0.17 per min. or per Text.
Mailbox:	Price for calling the mailbox abroad is charges as a call from the respective country to the German Vodafone network. When a roaming option is booked for this country, the price applies that is included in the option. If there are no roaming option booked or available, the standard Vodafone World price for outgoing calls applies.

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¹ Vodafone World - Foreign Country List for outgoing calls:

EU	Austria, Azores, Belgium, Bulgaria, Canary Islands, Ceuta, Croatia, Cyprus (excluding Northern Cyprus), Czech Republic, Denmark, Estonia, Finland, France (excluding Monaco), French Guiana, French West Indies Island, Gibraltar, Great Britain, Greece, Guadeloupe, Hungary, Iceland, Ireland, Italy, La Reunion, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Melilla, Netherlands, Norway, Poland, Portugal, Romania, Saint-Barthelemy, Saint-Martin, Slovenia, Slovakia, Spain, and Sweden
Europe 1	Andorra, Faroe Islands, Greenland, Guernsey (GB), Isle of Man (GB), Jersey (GB), Monaco, and Switzerland
Europe 2, USA & Canada	Albania, Bosnia and Herzegovina, Canada, Kosovo, Moldova, Northern Macedonia, Turkey, and USA
World 1	Afghanistan, Algeria, Angola, Anguilla, Argentina, Armenia, Aruba, Australia, Bahrain, Barbados, Belarus, Bermuda island, Bolivia, Botswana, Brazil, British Virgin islands, Brunei, Burkina Faso, Burundi, Cameroon, Cayman Islands, Chile, China, Central African Republic, Colombia, Democratic Republic of the Congo, Costa Rica, Curacao, Djibouti, Dominica, Dominican Republic, East Timor, Ecuador, Egypt, El Salvador, Ethiopia, Fiji, Gabon, Gambia, Georgia, Ghana, Grenada, Guam, Guatemala, Guinea, Guinea Bissau, Guyana, Haiti, Honduras, Hong Kong, India, Iraq, Israel, Ivory Coast, Jamaica, Japan, Jordan, Kazakhstan, Kiribati, Kuwait, Kyrgyzstan, Laos, Lebanon, Lesotho, Liberia, Libya, Macau, Madagascar, Malaysia, Malawi, Mali, Mauritania, Montserrat, Morocco, Myanmar, Namibia, Nepal, New Caledonia, New Zealand, Niger, Nigeria, Norfolk Island, Oman, Pakistan, Palestinian Autonomous Territories, Panama, Papua New Guinea, Paraguay, Peru, Puerto Rico, Qatar, Rwanda, Salomon Island, Saudi Arabia, Senegal, Seychelles, Sierra Leone, Singapore, South Africa, South Korea, South Sudan, St. Kitts, Saint Lucia, St. Maarten, St. Vincent & Grenadine, Suriname, Swaziland, Taiwan, Thailand, Togo, Tonga, Trinidad and Tobago, Tunisia, Turks & Caicos Island, Uganda, Ukraine, United Arab Emirates, Uruguay, Vanuatu, Venezuela, Vietnam, and Yemen
World 2	Antigua & Barbuda, Azerbaijan, Bahamas, Bangladesh, Benin, Belize, Bhutan, Cambodia, Cape Verde Islands, Chad, Congo (Republic), Cuba, Equatorial Guinea, French Polynesia, Indonesia, Kenya, Maldives, Maritime Services, Mauritius, Mexico, Mongolia, Montenegro, Mozambique, Nicaragua, Philippines, Roaming in an aircraft, Russia, Samoa, Serbia, Sri Lanka, Tajikistan, Tanzania, Turkmenistan, Uzbekistan, Zambia, and Zimbabwe

² Vodafone World - Foreign Country List for receiving calls:

EU for receiving calls	Austria, Belgium, Bulgaria, Croatia, Cyprus (excluding Northern Cyprus), Czech Republic, Denmark, Estonia, Finland, France (incl. French Guiana, Guadeloupe, La Reunion, and Martinique), French West Indies Island, Gibraltar, Great Britain, Greece, Guadeloupe, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands (not including territories), Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, St. Barth, and Sweden
Europe for receiving calls	Albania, Algeria, Andorra, Belarus, Bosnia and Herzegovina, Egypt, Faroe Islands, Guernsey (GB), Isle of Man (GB), Israel, Jersey (GB), Jordan, Kosovo, Lebanon, Libya, Moldova, Monaco, Montenegro, Morocco, Northern Macedonia, Palestinian Autonomous Territories, Russia, Serbia, Switzerland, Tunisia, Turkey, and Ukraine

³ Vodafone World - Foreign Country List – World Data

Zone EU	Austria, Belgium, Bulgaria, Croatia, Cyprus (excluding Northern Cyprus), Czech Republic, Denmark, Estonia, Finland, France (incl. French Guiana, Guadeloupe, Martinique), French West Indies Island, Gibraltar, Great Britain, Greece, Hungary, Iceland, Ireland, Italy, La Reunion, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, St. Barth, and Sweden
Zone 1	Andorra, Faroe Islands, Greenland, Guernsey (GB), Isle of Man (GB), Jersey (GB), Monaco, and Switzerland
Zone 2	Canada, Moldova, Turkey, and USA
Zone 3	Afghanistan, Algeria, Angola, Anguilla, Argentina, Armenia, Aruba, Australia, Bahrain, Barbados, Belarus, Bermuda, Bolivia, Botswana, Burkina Faso, Brazil, British Virgin Islands, Brunei, Cameroon, Cayman Islands, Chile, China, Central African Republic, Colombia, Costa Rica, Curacao, Democratic Republic of the Congo, Djibouti, Dominica, Dominican Republic, East Timor, Ecuador, Egypt, El Salvador, Ethiopia, Fiji, Gabon, Gambia, Georgia, Ghana, Grenada, Guam, Guatemala, Guinea, Guinea Bissau, Guyana, Haiti, Honduras, Hong Kong, India, Iraq, Israel, Ivory coast, Jamaica, Japan, Jordan, Kazakhstan, Kiribati, Kuwait, Kyrgyzstan, Lebanon, Laos, Lesotho, Liberia, Libya, Macau, Madagascar, Malaysia, Mali, Malawi, Mauritania, Myanmar, Montserrat, Morocco, Namibia, Nepal, New Zealand, Niger, Nigeria, Oman, Pakistan, Palestinian Autonomous Territories, Panama, Papua New Guinea, Paraguay, Peru, Puerto Rico, Qatar, Rwanda, Salomon Islands, Saudi Arabia, Senegal, Seychelles, Sierra Leone, Singapore, South Africa, South Korea, South Sudan, St. Kitts, Saint Lucia, St. Maarten, St. Vincent & Grenadine, Suriname, Taiwan, Thailand, Togo, Tonga, Trinidad and Tobago, Tunisia, Turks & Caicos Islands, Uganda, Ukraine, United Arab Emirates, Uruguay, Yemen, Vanuatu, Venezuela, and Vietnam
Zone 4	Antigua & Barbuda, Azerbaijan, Bahamas, Bangladesh, Belize, Benin, Bhutan, Cambodia, Cape Verde Islands, Congo (Republic), Cuba, Chad, Equatorial Guinea, French Polynesia, Indonesia, Kenya, Maldives, Maritime Services, Mauritius, Mexico, Mongolia, Mozambique, Nicaragua, Philippines, Roaming in an aircraft, Russia, Samoa, Sri Lanka, Tajikistan, Tanzania, Turkmenistan, Uzbekistan, Zambia, and Zimbabwe
Zone 5	Albania, Bosnia and Herzegovina, Kosovo, Montenegro, North Macedonia, and Serbia

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