

Q. What are international calls?

A. International calls are defined as all calls made from the Republic of Ireland (ROI) to anywhere outside ROI – Rest of World (ROW), EU (UK included)

International calls are barred as standard on CCC mobile phones.

Q. Can I receive calls from international numbers?

A. Yes, inbound international calls are not barred as there is no cost involved

Q. What is the difference between international calls and roaming?

A. International calls allow you to make calls from the Republic of Ireland to anywhere outside ROI – Rest of World (ROW), EU (UK included). However international calls do not allow you to make calls from Rest of World (ROW), EU (UK included) to another country, including Ireland. You must have roaming enabled on your device for this. Roaming is barred as standard on all Council issued mobile devices.

Q. If I am abroad, can I make calls to a different country? E.g., if I am in a country within the EU, can I ring Ireland?

A. Unless you have requested roaming to be activated on your device, you will **not** be able to make calls/texts to other countries while abroad, including Ireland. This is the case even if you have international calls enabled on your device.

Q. What other limitations are there while I am abroad and have not requested roaming?

A. Roaming is **barred** as standard on all devices. If you do not request it before travelling, you will not be able to connect to a roaming network, so **all** service is blocked. Please note that this is the case even if you have international calls enabled on your device.

Roaming can be requested by completing Form C and sending it to mobilephones@corkcity.ie. Form C can be found on the Mobile Phones section of the Staff Intranet. Please contact your certifying officer if you do not have access to this.

Q. Is there any other information I should be aware of?

A. If you are abroad and roaming is activated on your phone, phone usage and charges falls under roaming. EU to EU calls (including the UK) is covered in the monthly tariff.

Calls to non-EU and rest of world countries from the EU will be charged roaming international rates.