01 / BEFORE DEPARTURE

Business Mobile Roaming Checklist

Use with your organisation-approved policy and a verified trip record. Complete for each traveller and mobile line.

Traveller / device or line reference

Destinations, transit stops and travel dates

Confirm the Arrangement

- [ ] Record the provider, exact business tariff, contract date and relevant add-ons.
- [ ] Check every destination and transit stop against the applicable plan documents. Save the source, document version, checker and date.
- [ ] Confirm account provisioning, device roaming settings and when any add-on becomes active.
- [ ] Verify calls, texts, data and tethering: allowances, fair use, reset periods, exceptions and out-of-allowance treatment.
- [ ] Record charges, currency, VAT treatment, daily-charge triggers and add-on renewal or cancellation terms.
- [ ] Confirm active limits and alerts, exclusions, who receives notices and who may authorise further spending.

Prepare the Traveller

- [ ] Complete IT-approved device, application, connection and data-handling checks.
- [ ] Save international support contacts, hours and the incident route somewhere accessible without the phone.
- [ ] Agree permitted use, usage-check frequency, escalation thresholds and an approved fallback.
- [ ] Resolve outstanding checks and obtain trip approval and traveller acknowledgement.

02 / DURING TRAVEL & RETURN

Keep the Trip Record Within Reach

If the itinerary, service or charges change, use the agreed support route and update approval before relying on the affected arrangement.

During Travel

- [ ] Compare any arrival roaming message with the approved record; escalate a mismatch before using the affected service.
- [ ] Follow agreed usage rules and monitoring frequency. Raise unexpected charges, service failures or changed destinations.
- [ ] Use only approved alternatives and connections. Obtain authorisation before changing account controls or purchasing extras.
- [ ] For loss or suspected compromise, follow the incident procedure promptly and use the alternate contact route.

On Return

- [ ] Reconcile usage and charges when billing information is available; retain evidence for queries.
- [ ] Review temporary add-ons against their terms and complete any IT-directed return checks.
- [ ] Record support problems, unclear instructions and lessons for the next trip.

Record the Decision

Approver / approval date

Support and alternate incident contact

Monitoring owner / frequency / escalation threshold

Approved fallback / unresolved items

Adaptation required: this checklist does not confirm destination inclusion, prices, allowances, coverage, security or spending-control performance. Recheck account facts before each trip.

Source basis: Ofcom, Using your mobile abroad; NCSC, Advice for End Users; EE business roaming; Vodafone Business Traveller. Accessed 30 September 2026. Practical synthesis, not a market survey.