**Note: Incomplete forms or handwritten forms excluding signatures cannot be processed and will be returned. Complete using MS Word, print and sign the form and email it to your local Mobile Administrator. Please refer to the table below for details of the Mobile Administrator for your HSE area.**

**Guidelines:**

* Domain Username: User name used to log on to your PC / Laptop e.g. Joe.Bloggs
* Domain: To check your account domain, log on to your pc/laptop, click ALT + Ctrl + Del. You will then see your domain name. Please refer to the table below for your domain name
* HSE Postal Delivery Address: Provide a HSE delivery address that is accessible during business hours Monday to Friday 9am to 5pm
* HSE Billing Address: This is required for billing purposes

**Roaming International Voice & Data Roaming While Abroad Connection Type:**

* Roaming from which device, are you requesting roaming from a smartphone, talk and text mobile, mifi
* Date Effective from: Start date for roaming to be applied on
* End Date : Date in which the roaming will be stopped
* HSE Number: Smartphone, Talk and Text or Mifi number in which the roaming is to be applied to
* Travelling: Tick which one you are applying for UK EU Non EU

**Roaming International dialling from Ireland: Connection Type:**

* Date Effective from: Start date for roaming to be applied on
* End Date : Date in which the roaming will be stopped
* Work purposes: Reason for the request to be supplied by the user

**Roaming in the EU**

* When roaming in the EU you will be able to use your allowance of data (4GB), calls and text at no extra cost. It is also free to receive calls and texts from home or any number in Europe when roaming in the EU. Prior to roaming in the EU please advise your Local Regional Administrator who will notify Vodafone via email to ensure roaming bars are removed from your number. Please allow a minimum of 24 hours prior to your travel date to ensure the bars are removed. Request should include:
* Roaming Request Application Form (Incomplete forms will be rejected) link on website
* Mobile Number
* Start date of travel
* End date of travel (so the bars can be re-applied upon return)
* Location of travel
* Work Purpose or Other
* HSE Cost Code

**Roaming Outside of the EU**

When roaming outside of the EU you can incur charges up to €2.02 per minute to make or receive a call, 30 cents to send a text and €6.16 per MB to use data. Prior to roaming outside of the EU please advise your Local Regional Administrator who will notify Vodafone via email to ensure roaming bars are removed and you are put onto the roaming tariff if necessary. Please allow a **minimum of 48 hours** prior to your travel date to ensure bars are removed and the tariff change is processed. For frequent roamers or users expecting to roam heavily within a given period of time, users can move onto the Government RED Roaming tariff (BSRCO) which for a daily fee (€2.99 or €4.99 depending on location) gives users unlimited calls and texts to any number within the country they are travelling to and back home to Ireland. With this daily fee, users also receive 200MB of data per day. Any international calls or international texts will be deducted from the pool of 750 international minutes and International texts also included each month in this tariff.

Request should include:

* Roaming Request Application Form (Incomplete forms will be rejected) Link on website
* Mobile Number
* Start date of travel
* End date of travel (so the bars can be re-applied and the tariff change back to the standard HSE tariff)
* Location of travel
* Work Purpose or Other
* HSE Cost Code
* Change to roaming tariff if applicable (based on travel location and availability of Red roaming)
* Please note the additional charges for using your phone while at sea or in International Airspace which is **not** covered by any tariff.

Making and receiving a call will cost €2.99 per minute

* Sending a texts costs 70 cents and receiving a text is free
* Mobile internet and mobile broadband costs €6.15 per MB

If you are roaming either inside or outside of the EU and you do not advise your Local Regional Administrator, you run the risk of not being able to use your phone while abroad. Vodafone require an email and application form in advance from a Local Regional Administrator, emailed into your local helpdesk. Calling the helpdesk while roaming will not guarantee roaming will be enabled on your phone immediately as Vodafone will need to follow process by making contact with your Local Regional Administrator, remove any bars and change your tariff if necessary.

**Roaming & International Dialling Approval:**

**Your request form must be signed by your Line Manager and General Manager**

**Signatures must be hand-written**

|  |  |  |
| --- | --- | --- |
| HSE Area | Mobile Administrator Email Address | Domain Name  |
| East | mobile.queries@hse.ie | Healthirl - East |
| Midlands | ictbizops.ml@hse.ie | Healthirl - Midlands |
| North West | ICTBizops.NW@hse.ie | Healthirl – NorthWest - NWHB domain |
| South East | ictbizops.south@hse.ie | Healthirl - Southeast |
| Midwest | Ictbizops.mw@hse.ie | Healthirl - Midwest |
| North East | mobiles.ne@hse.ie | Healthirl – Northeast - NEHB Domain |
| South | ictbizops.south@hse.ie | Healthirl- South |
| South – Cork University Hospital | cuh.mcd@hse.ie | Healthirl- South |
| West | ishelpdesk@hse.ie  | Healthirl - West |