

1. This is how you keep your costs under control even abroad

Expensive roaming surprise? You don't want it, we don't want it.

That's why we offer you practical travel options for almost every tariff zone. Here are a few important tips before you pack your bags.

Your travel options are valid for 12 months, so the next trip can come!

You can order the travel options like all other Wingo options directly in myWingo. You must book the options for at least 30 days, after which you can cancel daily.

You can check how much you have already used at any time in your customer portal myWingo.

Attention: The roaming limit you set must be at least as high as the international option you have booked. This is the only way you can make calls and surf the internet abroad. Of course, you can change your limit free of charge, even when you are abroad.

Question: What is a country group and which countries are assigned to which group?

Answer: Country groups apply to international calls , i.e. calls from one country to another. Different rates apply depending on which country you are calling and which country you are currently in.

We have grouped these into different zones. If you want to know how much an international call costs, go to the roaming tool and select the country there.

The countries are grouped as follows:

Country group 1

Alaska, Germany, France, Great Britain, Guernsey, Hawaii, Isle of Man, Italy, Jersey, Canada, Monaco, Austria, San Marino, St. Croix, St. John, St. Thomas, USA, Ukraine, Vatican

Country Group 2

Australia, New Zealand

Country group 3

Albania, Bosnia & Herzegovina, Hong Kong, Israel, Japan, Kosovo, Moldova, Montenegro, North Macedonia, Palestine, Russia, Serbia, Singapore, South Korea, Taiwan, Belarus

Country Group 4

Algeria, Argentina, Egypt, Brazil, China, Guadeloupe, Indonesia, Libya, Malaysia, Morocco, Mexico, East Timor, Philippines, South Africa, Thailand, Tunisia

Country group 5

Remaining countries

Question: How do I activate an option for my Wingo Mobile subscription?

Answer: You can easily activate all options in your customer portal myWingo . To do this, log in and then select the menu item "Add option". Or you can go to your Wingo Cockpit - you can access this at any time, free of charge, even when abroad.

Question: Can I also use data in the EU/UK with Wingo Swiss?

Answer: Wingo Swiss is a flat-rate subscription specifically for customers who spend most of their time in Switzerland and want to surf, make calls and send messages there without limits. Calls or data in or to other countries are not included.

For calls and data at home and abroad, check out our options on portal.

Question: Can I use the Wingo Swiss, Wingo Europe Pro and Wingo International subscriptions abroad?

Answer: With Wingo Swiss , calls, data and messages within Switzerland are included. If you want to use calls or data abroad, you can book one of our [travel options](#) . [You can do this in your customer portal myWingo](#) after ordering . The costs vary depending on the country you are traveling to and start at 9.90 per package (validity: 12 months).

[The following data packages](#) are available:

- Data Travel 500 MB for EU/UK: 9.90/12 months
- Data Travel 1 GB for EU/UK: 15.90/12 months
- Data Travel 5 GB for EU/UK: 42.90/12 months
- Data Travel 10 GB for EU/UK: 64.90/12 months

With Wingo Europe Pro you can make unlimited calls and send messages within the EU/UK. You can also use 40 GB of data in the EU/UK. If you want to use data, calls or messages in other countries, our travel options are also available here.

With the Wingo International subscription you can use data, calls and messages in over 40 countries. If that's not enough for you, you can also add the travel options to this subscription.

Question: Can I use the Wingo Swiss and Wingo Europe Pro subscriptions abroad?

Answer: With Wingo Swiss , calls, data and messages are included within Switzerland and Liechtenstein. If you would like to use calls or data abroad, you can book one of our [travel options](#) . [You can do this in your customer portal myWingo](#) after ordering . The costs vary depending on the country you are traveling to and start at €9.90 per package (validity: 12 months).

[The following data packages](#) are available:

- Data Travel 500 MB for EU/UK: 9.90/12 months
- Data Travel 1 GB for EU/UK: 15.90/12 months
- Data Travel 5 GB for EU/UK: 42.90/12 months
- Data Travel 10 GB for EU/UK: 64.90/12 months

With Wingo Europe Pro you can surf, make calls and send messages without limits within the EU/UK. As soon as you have used up 40 GB of data per month in these countries, you will continue surfing at a reduced speed of 200 kbit/s. If you would like to use data, calls or messages in other countries, our [travel options](#) are also available here.

Question: Can I use Wingo to send data, calls and messages on board ships, planes or ferries?

Answer: Outgoing calls and data usage on board ships, aircraft and ferries or via satellite is not possible. Please use the Wi-Fi of the airlines, ships or ferries. Calls to a satellite phone and receiving calls from a satellite phone are possible.

Question: Which devices can I use with Full Speed 5G?

Answer: You can use the option with smartphones, tablets, smartwatches and wearables. To benefit from the speed, your device must be 5G-capable and your location must have 5G coverage.

Question: With which subscription can I use Full Speed 5G?

Answer: You can use Full Speed 5G with all Wingo Mobile subscriptions. If you have a Wingo Prepaid, this option is not available to you.

Question: Which network does Wingo use?

Answer: All Wingo services run over the ultra-fast Swisscom network .

Have you planned your next trip yet?

Prepare your trip in your myWingo customer portal. Remember to activate the appropriate international options and set your roaming limit.