

# Worry Free Roaming ( WFR ) Overview



## Global Solution

WFR works Globally in 4 Zone countries ( Rest of World Countries)

**Zone 1** Domestic and Europe, data is included

**Zone 2** Vodafone Global Network, data is included with a small daily fee

**Zone 3** Global Network, data is included with a daily fee

**Zone 4** ( Rest of World )



## How it Works

Employee receives **advisory SMS** when Roaming in Zone 1,2& 3

Employee receives **warning SMS** when roaming in Zone 4 advising caution.

**Administrator can view & Report on Unbilled Data.** Usage in the VTR in near real time.

**Data Usage can be Blocked in Zone 4**



## WFR Technology

Employee SMS

Administrator Portal: Vodafone Telecoms Reporting ( VTR)



## Zone 4 Data Blocking

Contact your **Vodafone Account Manager** to advise if this feature is available for your Account

Opt in is required for: Zone 4 data Blocking/Unblocking feature to be enabled

End users must have SMS enabled to receive SMS

Schedule WFR reports in VTR



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# Worry Free Roaming Zone 4 ( Rest of World) Data Blocking

## Action Required

Please contact your Vodafone Account Manager to validate if data blocking is available for your Account.

The data blocking feature is not available to customers who are using Network Mobile Recording ( NMR ) or VONE-C.

## Blocking Options

Customers can easily and quickly apply and remove a Temporary or Permanent block on Zone 4 Data Usage.

Voice Calls, SMS, MMS, Wifi Calling is not impacted when a Block is applied.

You can flag a VIP user who is never blocked, even when the rest of the billing account is blocked.

Zone 4 Countries are detailed in your contract.

## Who has Access

VTR Company Administrators can apply and remove the Blocks in VTR (Vodafone Telecoms Reporting).

To request the Blocking feature to be available in VTR, please contact [enterprise@care.vodafone.com](mailto:enterprise@care.vodafone.com)

By requesting the Blocking feature, you agree that you have read and agreed to the VTR Service Terms [Vodafone Global Enterprise \(VGE\) Customer Terms](#)

## Support

For all Support enquiries, please contact the Global Helpdesk: [enterprise@care.vodafone.com](mailto:enterprise@care.vodafone.com)



# Block or Unblock Zone 4 data for an entire Billing Account – Step 1

To Apply a Block or Unblock to an entire Account, follow the steps below:

1. Log in to VTR.
2. Go to the **Administration** Section.
3. Click on **Accounts** - see screenshot on the right.
4. If you are a Vodafone Administrator, the **Accounts** page is under the **Configuration** Section.
5. All Accounts are unblocked by default, until the VTR Administrator applies a block.
6. Follow the instructions on the next page.

The screenshot displays the VTR Administration interface. At the top, a navigation menu includes 'Analysis', 'Reporting', 'Invoices', 'Technology Funds', and 'Administration'. A large black arrow points to the 'Administration' menu item. Below the menu, the word 'Administration' is written in red with an information icon. The main content area shows three cards: 'Accounts', 'Services', and 'Cost Centres'. A large black arrow points to the 'Accounts' card. The 'Accounts' card contains the text: 'Set default values for device class, type, purpose and cost centre hierarchy on each billing account.' and a red 'Go' button. The 'Services' card contains: 'Load and manage common data such as service owner, device type, cost centre, etc.' and a red 'Go' button. The 'Cost Centres' card contains: 'Load and manage cost centre hierarchy information.' and a red 'Go' button. The top right of the interface shows a user profile icon and the text 'Customer DEMO COMPANY'.



# Block or Unblock Zone 4 data for an entire Billing Account – Step 2

To apply the Permanent Account Block, follow the steps below:

- From the **Accounts** screen, filter the **Columns** to display: Account Name, Country, Block/unblock allowed & Block/unblock Status. Other columns are displayed by default – identified with a red asterisk.
- To add a permanent block on the account, select the account and click **edit**. From the drop-down menu select **Blocked** and click **save**. The status will change to **Blocked**.
- If you selected an incorrect Account, click **cancel**.

The screenshot shows the 'Accounts' management interface. At the top, there are navigation tabs: Analysis, Reporting, Invoices, Technology Funds, and Administration. The 'Administration' tab is active. The page title is 'Accounts' with an information icon. Below the title, there is a breadcrumb 'Administration > Accounts' and a company name 'Customer DEMO COMPANY'. There are buttons for 'Filter results', 'Clear filters', 'Choose columns', 'Cost centre', and 'More...'. A 'Group update' button is also present. A table of accounts is displayed with columns: Account number, Account name 1, Product type, Proposition, Carrier, Country, Block/unblock, and another Block/unblock column. The first row is highlighted with a red border. The table also includes a 'cancel save' button for the first row and an 'edit' button for each row. A red asterisk indicates required fields.

Account number*	Account name 1	Product type*	Proposition	Carrier*	Country*	Block/unblo...	Block/unblo...	
✓ 1234567003	WRF IE test airtime 1	Wireless		Central Billing	Ireland	Yes	Unblocked	cancel save
1234567004	WRF NL test airtime 1	Wireless		Central Billing	Netherlands	Yes	Blocked	edit
✓ 1234567005	WRF PT test airtime 1	Wireless		Central Billing	Portugal	Yes	Blocked	edit
✓ 1234567011	WRF UK test DLM 1	DLM		Central Billing	United Kingdom	No		edit
✓ 1234567006	WRF ES test airtime 1	Wireless		Central Billing	Spain	Yes	Blocked	edit
✓ 1234567007	WRF DE test airtime 1	Wireless		Central Billing	Germany	Yes	Blocked	edit



# Block or Unblock Zone 4 data for a Single Connection Step 1

To apply the Block or Unblock to a Single Connection, follow the steps below:

1. In VTR, Go To Administration, then go to Services.
2. Filter the **Columns** to show the Service Number, VIP, Temporary block/ unblock action, Temporary block/ unblock reason, Temporary block/unblock start date, Temporary block/unblock end date, and Current block/ unblock status.
3. You will see the status of all the Connections. To change the block status of one connection, click **Edit**.
4. Follow the instructions on the next page.

Analysis Reporting Invoices Technology Funds Administration

Services ⓘ

Administration > Services Customer DEMO COMPANY

2 Filters Clear filters Choose columns Accounts Cost centre More...

> Group update \* Required fields

Service n...	Carrier	Service ...	VIP	Temporar...	Temporary block/unblock reason	Current block/unblock status	
✓ 441234560...	Central Billing	Mobility	No				edit
✓ 441234560...	Central Billing	Mobility	No				edit
✓ 441234560...	Central Billing	Mobility	No				edit
✓ 441234560...	Central Billing	Mobility	No				edit
✓ 441234560...	Central Billing	Mobility	No				edit
✓ 353874793...	Central Billing	Mobility	Yes			Unblocked	edit amend history



# Block or Unblock Zone 4 data for a Single Connection Step 2

- Select the new status from the **Temporary block/unblock action** drop-down.
- Type the reason for the temporary block/unblock of the service.
- Set the start date from **the Temporary block/unblock start** date drop-down. If the field is left blank, it will default to the current date. If the start date is next month, the end date will be the last day of that month. Once the temporary period has started, the date cannot be updated. However, if the start date is in the future, it is still possible to update it until the temporary block period begins.
- Follow the instructions on the next page.

Analysis Reporting Invoices Technology Funds Administration

Administration > Services Customer DEMO COMPANY

2 Filters Clear filters Choose columns Accounts Cost centre More...

> Group update \* Required fields

✓	Service n...	Carrier	Service...	VIP	Temporar...	Temporary block/unblock reason	Current block/unblock status	
✓	441234560...	Central Billing	Mobility	No				edit
✓	441234560...	Central Billing	Mobility	No				edit
✓	441234560...	Central Billing	Mobility	No				edit
✓	441234560...	Central Billing	Mobility	No				edit
✓	441234560...	Central Billing	Mobility	No				edit
✓	353874793...	Central Billing	Mobility	Yes			Unblocked	edit amend history
✓	353874795...	Central Billing	Mobility	Yes	Blocked	On Holiday for 2 weeks in July	Unblocked	cancel save
✓	3131000507	Central Billing	Mobility	No				edit amend history
✓	3196625387	Central Billing	Mobility	No				edit amend history
✓	316275640...	Central Billing	Mobility	No			Unblocked	edit amend history
✓	316275742	Central Billing	Mobility	No			Unblocked	edit amend history



# Block or Unblock Zone 4 data for a Single Connection Step 3

- Set the end date from the **Temporary block /unblock end date** drop-down. The end date cannot be before the start date. If the field is left blank, it will default to the end-of-month date. Once the temporary period has started, the date cannot be updated. However, if the start date is in the future, it is still possible to update the end date until the temporary block period begins.
- To save all the changes, click **save**.
- Set to **Temporary Blocked** or **Unblocked** to override Account level setting for the remainder of current month (will auto revert to Account level setting thereafter).
- A **VIP** is a connection that will never be blocked, thus select 'Yes' from the VIP drop down menu if the connection can use unlimited data in Zone 4 at all times.

The screenshot displays a data management interface. At the top, there are buttons for 'Filter results' (with a red box around it), 'Clear filters', 'Choose columns', 'Accounts', 'Cost centre', and 'More...'. Below these is a 'Group update' button. The main table has the following columns: Service n., Temporary block/unblock start d., Temporary block/unblock end date, and Current block. The first row shows a service number '491234567...' with a start date of '02/01/2025' and a status of 'Unblocked Per'. A date picker calendar is overlaid on the table, showing 'January 2025' with the 02nd highlighted in red. At the bottom of the calendar are 'Today' and 'Clear' buttons. The bottom right corner of the interface indicates '689 records'.



# Zone 4 Data Block/Unblock in VTR Status and communication

## Data blocking/unblocking Reporting

- You can view a report detailing blocked users and when the block was applied. The report provides the Users/employee mobile number and IMSI.
- Go to Reporting → Red - Worry Free Roaming Reporting

## Reporting ⓘ

Reporting Customer DEMO COMPANY

Reports Scheduling Downloads

**Report Catalogue**

- > Top Spenders Reporting
- > Top N Reporting
- > Spend & Usage Summary Reporting
- > Spend & Usage Detail Reporting
- > Chargeback Reporting
- > Administrative & Inventory Reporting
- > Customer Administrative Reporting
- > Vodafone Usage Manager Reporting
- > Red - Spend & Usage Reporting
- ✓ **Red - Worry Free Roaming Reporting**
- > Red - EB Fair Usage Reporting

<b>RoW Data Roaming Unbilled Usage Report</b> ▶
This report provides a near real time view of unbilled roaming data detected from our network, allowing you to monitor usage volumes and locations of connections currently roaming to help avoid any bill shocks. Please note that all timestamps are in UTC time zone.
<b>WFR SMS Report</b> ▶
This report provides a near real time view of all the data roaming warning SMSs sent by Vodafone business to the end users
<b>RoW Data Roaming Blocking Current Status Report</b> ▶
This report provides a view of the current blocking status per service
<b>RoW Data Roaming Blocking Historical Status Report</b> ▶
This report provides a log of all the blocking status changes that happened per service during a predefined period of time.

Users/Employees are notified by SMS if their data is blocked

SMS Example sent to users informing them of the data block

*“Hello! Welcome to Iraq. Based on your company policy data roaming is blocked for you in our Rest of the World Zone 4 region. If you need access to data, you may wish to find a local Wi-Fi service or contact your company admin to request temporary access to mobile data roaming in our Zone 4. Thank you. Vodafone Business”*





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business

Together we can