

## TELKOM TERMS AND CONDITIONS FOR INTERNATIONAL ROAMING

### Definitions:

**International Roaming:** International Roaming is a convenient service which allows customers to make use of Calling services i.e. (make and receive calls), make use of emails, messaging service, and browse the internet while in countries outside the borders of South Africa.

Telkom mobile subscribers can make use of roaming services in the destinations where roaming partners exist. Please check available roaming partners on: <https://secure.telkom.co.za>

## GENERAL TERMS AND CONDITIONS: INTERNATIONAL ROAMING

1. Telkom Standard Terms and Conditions apply (full details may be accessed at <http://www.telkom.co.za> )
2. Telkom reserves the right to amend this offering's terms and conditions, from time to time. Such amendments will be placed on Telkom's website at the following link: <http://www.telkom.co.za>; which will be deemed incorporated into the Agreement and bind the Consumer from the date that the amendment was listed on the abovementioned site.
3. The service application process will only commence on the presentation of necessary application form
4. Telkom shall not be held responsible for failure to access internet at locations where Telkom does not have coverage and the service experience may change from time to time. Therefore, the onus is up to the you, the customer to verify whether there will be coverage where you are visiting by visiting <http://www.telkom.co.za> to confirm available roaming partners.
5. Telkom is not liable for any loss or damage to your property or equipment arising out of the provision and use of this service.
6. Telkom will not incur any liability whatsoever for any loss or damage as a result of any use, authorized or unauthorized, resulting from virus attacks, security vulnerabilities or loss of information.
7. International roaming may change from time to time due to input cost received from roaming partners influenced by the exchange rate fluctuations. New rates are updated on the website under roaming rates .. Please make sure you have checked the available International roaming price list on <http://www.telkom.co.za> under the International services\_
8. Customers are also encouraged to familiarize themselves with the Roaming user guide found on <http://www.telkom.co.za> before they make use of the service.

## APPLICATION

Application for the service should be done at least 7 days before the date of departure and a deposit may be required.

## ACTIVATION

- a) Activation of International Roaming service will take place within 24 hours of receipt of the relevant supporting application form. Please always confirm that your International Roaming activation documents have been received. You should apply for international roaming to be activated with your service provider at least 7 days before departure.
- b) International Calling service is required to be activated when activating the International roaming service This is a separate dialling service, however it is required to be activated upon activation of the international roaming service. Failure to do so, will disable international roaming service.

## BILLING

### Voice

- c) All roaming usage is charged as out of bundle usage (from your airtime/spend limit account).
- d) All calls are billed on a per minute basis.
- e) Voice calls are billed in non-real-time basis; therefore, your Usage limit may not apply.
- f) Voice calls shall not deplete inclusive value/minutes
- g) All special calls. i.e. calls to premium rated and satellite numbers are charged at the applicable rates as advertised on the relevant service.
- h) Should customers divert their calls to another number while using the Service, they will be charged for both the incoming and outgoing calls at the applicable roaming rates and this includes calls that are forwarded to voicemail.
- i) Retrieving voicemails whilst using the Service is charged as outgoing calls.
- j) Calls that are free in South Africa are billed when roaming internationally and using the Service, including calls to customer care Calls that are free in South Africa are billed when roaming internationally and using the Service, including calls to customer care.

### Data

- k) Data usage shall deplete the spend limit.
- l) Data will be charged in 25KB increments at the rates applicable as per the international network.
- m) Inclusive data and Night surfer data is not applicable to the International Roaming services.
- n) Automatic updates on your device will be charged for as per the applicable data roaming rates.
- o) Customers may be able to connect to available Wi-Fi hotspots whilst abroad.

### SMS

- p) SMS usage shall deplete the spend limit
- q) Sending an SMS is charged at the applicable rates as per the international network.
- r) Premium rated SMS's will be charged at the applicable rates as advertised on the relevant service.
- s) Even data services that are free whilst in South Africa are charged for when using the Service. For example, access to the Telkom website, sending a WhatsApp, sending a BBM, access to your banking application etc. will be charged for while roaming internationally and using the Service.
- t) MMS usage will use the applicable data rates per country plus SMS rates applicable for sending a message.

## MIGRATIONS

- Upon migration, whether Upward (to a higher price plan) or downward to (lower price plan), International roaming will be automatically removed. The onus is on you as the user, to ensure the service is reactivated.

## EARLY TERMINATIONS OF SUBSCRIBER AGREEMENT

Early terminations refer to scenarios where the subscriber wishes to terminate the subscriber agreement prior to the agreement expiry term.

- In such scenarios, the subscriber shall be liable to pay any outstanding bill incurred after the usage of International Roaming. The early termination fee will be calculated at the time of requesting the early termination.

## SERVICE CONVERSIONS

This refers to scenarios where a subscriber wishes to change from a post-paid account to either a hybrid/top-up account or a prepaid option.

- a) should you migrate to Prepaid or Hybrid, access to full International roaming will be forfeited immediately. SMS roaming is the only service available for Hybrid and Prepaid customers.