

Frequently Asked Questions (FAQs): International Roaming

1. How to activate International Roaming?

NB - you must do this as least 7 days before travelling!

Before travelling:

- Fill in the form found here. { <https://secure.telkom.co.za/today/help/help-activate-international-roaming/>}
- Email signed form to TM-CBO-INTER@telkommobile.co.za.
- You should get confirmation from Telkom either via SMS, call or email.

Alternatively,

- visit your nearest Telkom Mobile store
- Phone 081180 from your Telkom Mobile phone
- E-mail us on enterPEM@Telkom.co.za

2. What do I do if I cannot connect automatically whilst abroad?

In the new country:

- Open the SIM Menu/SIM applications on your phone
- Select 'International Roaming'
- Select 'Via Partners'
- Restart the phone
- Phone will connect to one of the country's networks

Arriving back in SA:

- Open the SIM Menu/SIM applications on your phone
- Select 'International Roaming'
- Select 'Via 8.ta'
- Restart the phone
- Phone will connect to the Telkom network

3. How much does International Roaming cost?

Please click [here](#) for international roaming rates or Log In in to your My Telkom account to see our global roaming rates.

4. Can I use my FreeMe freebies whilst roaming?

Inclusive values, bonus offers and freebies do not apply whilst roaming

5. Why has there been such a big increase in Telkom Mobile's International Roaming data/GPRS retail rates recently?

Telkom Mobile have been under-billing some of their international roaming destinations for data services and were not recovering on their input costs for providing data services in these countries to

their customers. Telkom Mobile have had to adjust and increase their international roaming retail rates for the relevant countries.

6. What has Telkom Mobile done to inform their customers of the increase in International Roaming data/GPRS retail rates?

Telkom has informed their customers on their monthly invoices commencing at the end of March 2018 regarding the International Roaming data/GPRS retail rate increase. The detail of the International Roaming data/GPRS retail rate increase will be provided at the end of April 2018 monthly invoice together with the website link containing the details. The customers should also have received a letter and a SMS communicating the rate increase.

7. As a Telkom Mobile customer will I be able to use my postpaid data bundles when roaming internationally due to the high international data/GPRS retail rates being charged?

Telkom's inclusive data bundles on postpaid services cannot be used when roaming internationally, they can only be used locally. When postpaid customers are roaming internationally they can request that a spend limit be added to their account. The customer can also add the spend limit on the self-service portal by going to the following link: <https://apps.telkom.co.za/alpha/public/register> or by using a USSD string *180# and then following the prompts.

8. What can I do as a Telkom Mobile customer to avoid International roaming data bill shock?

International roaming services are premium services and it's very important to be aware of the roaming charges that will apply. Telkom Mobile customers can call the Customer Care department by dialling 180 from their Telkom Mobile number. Alternatively, customers should check with their nearest Telkom Store before going overseas.

Ask Telkom Mobile Call Centre / Store agents about how to adjust your smartphone's settings to avoid incurring unexpected charges e.g. you may want to change your email settings to "pull" emails manually, rather than have them automatically "pushed" to your device/Handset, in order to control your data usage. Customer should also consider turning off their "Location Services" and any automatic updates which use push notifications which they have enabled for applications. Customers should at all costs avoid streaming of music and videos while roaming internationally.

9. How can I as a Telkom Mobile customer avoid high charges when roaming internationally?

Telkom Mobile customers can turn off data roaming on their devices and use local Wi-Fi hotspots in the countries where they are roaming. Customers should also familiarize themselves with the relevant international roaming charges before activating the service.

- Change Voicemail setting if you do not really need messages. Receiving messages costs.

What to do?

- Forward all your voice messages "unconditionally" by dialling **21*081141#ok
- To cancel diverts, please dial: To deactivate all diverts ##002#ok

10. Can Telkom Customers use Voice and SMS services only to avoid high data retail rates?

Telkom Mobile has two International roaming options, SMS only roaming and full International Roaming. Telkom Mobile customers can activate SMS only roaming which disables data roaming i.e. they will not be able to use data services when roaming internationally. If Telkom Mobile customers activate the full international roaming service, they should manually deactivate data roaming on their handset/device which will only allow customers to use voice services only.