

## TELKOM STANDARD TERMS AND CONDITIONS FOR INTERNATIONAL ROAMING

### Definitions:

**International Roaming:** International Roaming is a service which allows customers to make use of;

- calling services i.e. (make and receive calls),
- emails,
- messaging service and browse the internet while in countries outside the borders of South Africa.

### GENERAL TERMS AND CONDITIONS: INTERNATIONAL ROAMING

1. All 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 offerings 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 services 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 for contract customers. Prepaid and top up customers can now make use of USSD (\*180#) Telkom Self-service app and prepaid app to activate the service.
4. 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>
5. 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 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.
6. Telkom is not liable for any loss or damage to your property or equipment arising out of the provision and use of this service.
7. 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.
8. 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 tab: International services.
9. Customers are advised to understand and accept to the terms and conditions in order to make use of the international roaming service.

### APPLICATION

10. Application for the service is required from the postpaid contract customers
11. Application for the service should be effected at least 7 business? days before the date of departure and a deposit may be required.

### Internal Use

**OC Limited:** Reg no 1991/005476/30. **Directors:** JA Mabuza (Chairman), SN Maseko (Group Chief Executive Officer), TB Molefe (Group Chief Financial Officer), S Botha, G Dempster, N Kapila\*, K Kweyama, S Luthuli, D Mokgatle, S Moloko, K Mzondeki, F Petersen-Cook, R Tomlinson, LL Von Zeuner.  
Company Secretary: E Motlhamme \*India

## ACTIVATION

### Contract Customers

12. 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
13. International Calling service is required to be activated at the same time as activation of the International roaming service. This is a separate dialing service; however, it is required to be activated upon activation of the international roaming service. Failure to do so, will disable international roaming service.

### Prepaid and Top Up customers

14. Prepaid and Top up customers shall be able to make use of the self-service platforms to activate the service. Customers shall be able to check status and activate service on the USSD \*180# and on the Telkom self-service app on the website.
15. The use of Telkom Prepaid app is available to android devices only. Other devices i.e. IOS (Apple) shall be able to make use of USSD and the Telkom self-service app on the website.
16. 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

### Contract Customers

#### Voice

17. All roaming usage is charged as out of bundle usage (from your airtime/spend limit account).
18. All calls are billed on a per minute basis.
19. Voice calls are billed in non-real-time basis; therefore, your spend limit may not apply.
20. Voice calls shall not deplete inclusive value/minutes
21. All special calls. i.e. calls to premium rated and satellite numbers are charged at the applicable rates as advertised on the relevant service.
22. 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.
23. Retrieving voicemails whilst using the international roaming Service is charged as outgoing calls.
24. 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

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

#### SMS

30. SMS usage shall deplete the spend limit
31. Sending an SMS is charged at the applicable rates as per the international network.

- 32. Premium rated SMS's will be charged at the applicable rates as advertised on the relevant service.
- 33. 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.
- 34. MMS usage will use the applicable data rates per country plus SMS rates applicable for sending a message.

**Prepaid and Top-Up customers**

All rates charged are inclusive of VAT and Telkom SA cannot be held accountable for errors or omissions on the [website](#).

- 35. Prepaid international roaming shall only be available in the countries and networks listed below.

		Retail rate VAT Incl.						Available services		
Country	Roaming Partner	Local Call	Call to SA	Rest of the World	Receiving calls	SMS-MO	DATA TARIFF(R/MB)	Voice	SMS	Data
United Kingdom	Hutchison 3G	R2.00	R2.00	R2.00		R1.50	R2.00	yes	yes	yes
USA	T-Mobile	R5.00	R5.00	R5.00		R1.50	R2.00	yes	yes	yes
USA	Telna	R5.00	R5.00	R5.00		R1.50	R2.00	yes	yes	yes
Botswana	Orange	R15.00	R15.00	R15.00	R15.00	R5.00	R5.00	yes	yes	yes
Botswana	BTC	R15.00	R15.00	R15.00		R5.00	R5.00	yes	yes	yes
Botswana	Mascom	R5.00	R5.00	R5.00		R1.50	R2.00	yes	yes	yes
Germany	Vodafone	R100.00	R200.00	R200.00		R15.00	R400.00	yes	yes	yes
Netherlands	KPN	R5.00	R5.00	R5.00		R1.50	R2.00	yes	yes	yes
Zambia	Zamtel Mobile	R30.00	R30.00	R30.00		R5.00	R25.00	yes	yes	yes
Turkey	Vodafone	R50.00	R100.00	R100.00	R25.00	R10.00	R300.00	yes	yes	yes
Italy	Vodafone	R50.00	R100.00	R100.00	R25.00	R10.00	R300.00	yes	yes	yes
Nigeria	MTN	R30.00	R30.00	R30.00	R30.00	R5.00	R300.00	yes	yes	yes
Lesotho	Econet	R7.00	R10.00	R10.00		R5.00	R5.00	yes	yes	n/a
Cameroon	MTN	R50.00	R100.00	R150.00		R10.00	R250.00	yes	yes	yes
Mozambique	Movitel	R30.00	R30.00	R30.00	R30.00	R10.00	R200.00	yes	yes	yes
DRC	Africell	R7.00	R10.00	R10.00		R5.00	R5.00	yes	yes	yes

- 36. Should your account be suspended, the service will not be activated.
- 37. International roaming usage will not be charged from loaned airtime whilst roaming.

**Voice**

- 38. All voice calls are charged from the airtime
- 39. All calls are charged on a per minute basis.
- 40. All special calls. i.e. calls to premium rated and satellite numbers are charged at the applicable rates as advertised on the relevant service.
- 41. 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.
- 42. Retrieving voicemails whilst using the Service is charged as outgoing calls.
- 43. 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**

- 44. Data usage is charged from the airtime
- 45. Data will be charged in 25KB increments at the rates applicable as per the international network.
- 46. All free data and data bundles inclusive value is not applicable to the International Roaming services.
- 47. Automatic updates on your device will be charged for as per the applicable data roaming rates.
- 48. Customers may be able to connect to available Wi-Fi hotspots whilst abroad.

**SMS**

- 49. SMS usage is charged from your airtime

50. Sending an SMS is charged at the applicable rates as per the international network.
51. Premium rated SMS's will be charged at the applicable rates as advertised on the relevant service.
52. 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.
53. MMS usage will use the applicable data rates per country plus SMS rates applicable for sending a message.

## MIGRATIONS

54. 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.

55. 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

56. This refers to scenarios where a subscriber wishes to change from a post-paid account to either a Top-Up/top-up account or a prepaid option
  - o Should you migrate from contract to Prepaid or Top-Up, access to full International roaming list of countries will change, please table above for a list of countries where Prepaid and Top-Up international roaming is available.

### PREPAID AND TOP UP BILLING

All rates displayed are inclusive of VAT and Telkom SA cannot be held accountable for errors or omissions on the [website](#).

Prepaid international roaming shall only be available in the countries and networks listed in number 37

Should your account be suspended, the service will not be activated.

International roaming usage will not be charged from loaned airtime whilst roaming.

### Voice

All voice calls are charged from your airtime

All calls are billed on a per minute basis.

All special calls. i.e. calls to premium rated and satellite numbers are charged at the applicable rates as advertised on the relevant service.

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.

Retrieving voicemails whilst using the Service is charged as outgoing calls.

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**

Data usage is charged from your airtime

Data will be charged in 25KB increments at the rates applicable as per the international network.

Inclusive data and Night surfer data is not applicable to the International Roaming services.

Automatic updates on your device will be charged for as per the applicable data roaming rates.

Customers may be able to connect to available Wi-Fi hotspots whilst abroad.

## **SMS**

SMS usage is charged from your airtime

Sending an SMS is charged at the applicable rates as per the international network.

Premium rated SMS's will be charged at the applicable rates as advertised on the relevant service.

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.

MMS usage will use the applicable data rates per country plus SMS rates applicable for sending a message.