

## TELKOM STANDARD TERMS AND CONDITIONS FOR PREPAID 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. Prepaid 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.

### ACTIVATION

#### PREPAID AND TOP UP CUSTOMERS

10. 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 activate the service on the USSD \*180# and on the Telkom self-service App on the web. Android device users will be able to activate the service on the Telkom mobile app
11. 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

### 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

## BILLING

### 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](#).

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

Country	Roaming Partner	Retail rate VAT Incl.						Available services		
		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 B.V	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

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

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

### Voice

15. All voice calls are charged from the airtime

16. All calls are charged on a per minute basis.

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

18. 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.

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

20. 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

21. Data usage is charged from the airtime

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

23. All free data and data bundles inclusive value is not applicable to the International Roaming services.

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

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

### SMS

26. SMS usage is charged from your airtime

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

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

29. 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.

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

#### SERVICE CONVERSIONS

31. 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
- 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.