

## Frequently Asked Questions (FAQs): International Calling

### 1. What is International Calling?

International Calling is a service that allows you as a Telkom Mobile subscriber to make calls from South Africa to other countries where Telkom Mobile has dialling agreements

### 2. How to activate International Calling?

- For Prepaid customers, International calling is available by default.
- All contract and Top Up customers must activate the service by:
  - Visiting the nearest Telkom Mobile store
  - Calling 081180 free from your Telkom Mobile phone
  - E-mail us on enterPEM@Telkom.co.za

### 3. How much does International cost?

- International SMS costs R1.50
- International MMS costs R4.50
- Click [here](#) for International calling rates \*\*\*

### 4. How are International Calls billed?

- International Calls are billed on a per minute billing method except for Smart One-Rate plan.
- Smart One rate applies to the following countries only:

Andorra	Finland	Namibia
Angola	Germany	Netherlands
Australia	Greece	New Zealand
Austria	Hong Kong	Nigeria
Bangladesh	Hungary	Norway
Belgium	Hawaii	Peru

Botswana	Iceland	Poland
Brazil	Indonesia	Portugal
Bulgaria	Ireland	Puerto Rico
Bulgaria	Italy	Russian Federation
Canada (Fixed + Mobile numbers)	Ireland	Singapore (Fixed + Mobile numbers)
Chile	Israel	Spain
China	Japan	Swaziland
Croatia	Jordan	Sweden
Cyprus	Luxembourg	Switzerland
Czech Rep.	Macao	Taiwan
Denmark	Malawi	Thailand
Dominican Republic	Monaco	United Kingdom
Estonia	Mozambique	United States of America (Fixed + Mobile numbers)
France		Zambia
		Zimbabwe

**5. Can I use my FreeMe freebies whilst roaming?**

International calling is excluded from the FreeMe Promo All-networks Voice Bundles and will be charged at applicable international call rates

**6. Can I use my inclusive minutes and SMS for International services?**

No. International calling and SMS are excluded from the inclusive values and will be charged at applicable international call rates

**7. How do I make an international call?**

- To call internationally from most mobile or smart phones simply dial the "+" sign, followed by the country code, city code and local phone
- To call a South African subscriber roaming abroad, just dial their cell phone number (e.g., 067 123 1234)

**8. How do I send International SMS & MMS?**

*The dialling prefix is + when sending outside South Africa, followed by the country code and the receipt number. E.g. +33 67 789 9871*

**9. How do I know the operator I am calling?**

*Some of the destinations are not explicitly listed by operator names. In order to know the operator and the applicable cost to the call, check the country code and area code you are dialling on the price list. If your number is not on the area code list, it will fall under the country code rate. i.e. the applicable cost will be that rate applicable to the country E.g. if you are calling an operator in USA the number is not on the area codes, the applicable rate will be :*

Destination	Country Code	Area Code	Retail rate VAT Incl.
USA	1		R0.54

*\*\*rate may change, the above rate is used for illustration purposes\*\* refer to full price list for rate*