

## Frequently Asked Questions (FAQs): International Roaming

### 1. How to activate International Roaming?

#### a. For contract customers

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
- Chat to Telkom agent on WhatsApp or SMS on 0811601700

#### b. For prepaid and Top Up customers

- 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 App
- 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
- Roaming for Prepaid and Top up customers is available in the following countries:

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./ Telfort	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

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

In the new country:

- Select setting
- Network settings / Mobile Data on (Apple device)
- Network selection
- Select preferred network
- Restart the phone
- Phone will connect to one of the country's networks

## 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 prepaid or Top Up 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.

