



International Roaming and Dialling

Information Pack



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1. What is International Roaming and Dialling?

Cell C offers one of the most extensive International Roaming and Dialling Solutions currently available in Africa as well as one of the best worldwide. This solution offers Cell C International Roaming subscribers the option to roam on any of 395 networks in 166 countries around the world, including access to a satellite network which will allow coverage in remote areas in the Middle East and North Africa¹. Not only does Cell C offer its roaming subscribers access to land based networks, it also provides access through some of its roaming partners on several ferries and cruise ships which operates in the Caribbean, Mediterranean and other areas!

Cell C now also offers GPRS roaming services on selected roaming partner networks. This will allow subscribers access to data services like the internet while travelling and also to send and receive MMS from loved ones. The list of Cell C GPRS roaming partners is rapidly expanding, so be sure to visit the Cell C website regularly.

So, wherever you are, for business or pleasure, Cell C has got you covered and the list of destination continues to grow!

If you want to make use of the service you should simply apply for International Roaming and International Dialling.

2. Why should I use International Roaming?

1. Stay in touch with your friends and family while travelling abroad without the inconvenience of having to find payphones or dialling from hotels. With International Roaming you can call when you want wherever you want or send SMS.
2. By taking your mobile phone with you on business or holidays, you will always have access to the 112 Emergency Services of the country where you are travelling to, wherever there is network coverage. This is an important safety consideration for peace of mind while travelling abroad
3. Ensure your business needs are satisfied by making use of our conference call facilities, even when you are abroad!
4. Use your mobile phone to access data services and send and receive MMS while you travel – please refer to our fast growing list of destinations where this service is available

¹ You would require a special phone to use this service.

3. How do I apply?

Be sure to contact your service provider at least a week before travelling and request for International Roaming and International Dialling to be provisioned on your account.

Cell C: Apply at your nearest Cell C Store, Showroom, dial **140** (toll free) from your Cell C cellular phone, **084-140** from any other phone (charged at cellular rates) or e-mail custserv@cellc.net

Nashua Mobile: 0861-412-412

Altech Autopage Cellular: 0860-232-424

Our consultants will guide you through the procedure and confirm if Cell C has a bilateral or unilateral outbound Roaming Agreement in the country that you are visiting.

4. What are the charges involved?

For a breakdown of the call costs, please visit the Cell C website at http://www.cellc.co.za/content/services/intnl_roaming.asp for more information.

Here are a few pointers:

- A Roaming Deposit may be required which will be refunded to you once your account has been settled in full. Please be aware that procedures may vary between different Service Providers
- All calls made while roaming will be charged to your Cell C mobile phone account in South Africa
- The international call leg of the call when receiving a call while roaming
- Some networks may charge for allowing you to receive SMS messages while roaming on their network
- Call rates will vary from time-to-time due to the exchange rate fluctuations
- You will be charged for messages left on your voicemail if calls are conditionally forwarded to your phone (when busy, when not answered, etc.)
- Thresholds and inclusive minutes regretfully cannot be applied while roaming internationally
- There may be up to a three (3) month delay in call charges reflecting on statements due to the late receipt of Call Data Records (CDRs) from foreign networks

TIP

To avoid excessive call charges, you can unconditionally forward your voice calls to your voicemail box. This will deposit incoming calls directly into your voicemail box without setting up the international call leg to wherever you are roaming first. You can then dial into your voicemail when notified of a waiting voicemail message.

5. Where can I use International Roaming?

Cell C contract subscribers will have coverage on more than 395 networks in 166 countries around the world, as well as on several ferries and cruise ships in the Mediterranean, Caribbean and crossing the Atlantic ocean. Moreover, we also provide you with coverage in remote areas in North Africa and the Middle East if you use our satellite network roaming partner's services

Visit the Cell C website for a comprehensive list of all the countries and networks where you can use your mobile phone while travelling at: http://www.cellc.co.za/content/services/intnl_roaming.asp

6. Is my phone compatible?

Contact your Service Provider to ensure that your phone is compatible with the networks in the country where you are roaming. Some networks in the Americas and Asia may require you to have a tri-band or quad-band phone (**please provide a further explanation, very few people will understand what types of phones these are**). When using the satellite service, you would also be required to use a Thuraya compatible phone.

7. How do I make calls?

When you arrive at your destination, simply switch your phone on and leave it to your phone to choose the Cell C Roaming Partner network for you. If you want to access the services of a specific network, you can also do a manual search on your phone and choose the Cell C Roaming Partner network of your choice.

You are now ready to start making and receiving calls.

Calling Home

Remember to always use the international dialling format. For example, if you want to call the number 084-123-4567, you should dial **+27-84-123-4567**. In other words, replace the 0 in 084 with +27

The above also applies to calling your service provider:

- Cell C: **+27 84 140** or **+27 84 175 1000** in some countries you can also simply dial 140
- Nashua Mobile: **+27-861-412-412**
- Altech Autopage Cellular: **+27-860-232-424**

Making calls in a foreign country

To dial numbers in the country where you are roaming, you can either use the international format or simply dial the telephone number as you would in South Africa e.g. **011 123 4567**

8. How do I retrieve my voicemail?

To access your voicemail from abroad, follow these instructions:

1. Dial **+27 84 14** + the last nine digits of your telephone number e.g. if your number is 084 123 4567, you must dial **+27 84 14 84 123 4567** and **press the dial key**
2. Press **#** when you hear your voicemail greeting
3. You will be prompted to enter your voicemail password followed by the **#** key. If you did not change your voicemail password, the default password is **1234**
4. If you wish to cancel your voicemail while roaming, dial **# # 002 #** and the **dial button** – this cancels all call divers
5. If you wish to unconditionally forward all your incoming calls to voicemail (this will save you money while roaming), dial from your mobile phone **** 22 * 08414+nine last digits of your phone number** , **press the # key** and then press the dial key.