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## 1. WHAT IS INTERNATIONAL ROAMING AND DIALLING?

### International Roaming

International Roaming allows customers to use the network services of Cell C's roaming partner networks while travelling abroad. Currently only post-paid Cell C customers can use this service.

Cell C offers one of the most extensive International Roaming and Dialling Solutions currently available in the world. This solution offers Cell C International Roaming customers the option to roam to a large number of roaming destinations (please refer to Cell C's website (<http://www.cellc.co.za/services/international-roaming>) for more information).

Not only does Cell C offer roaming customers with voice and SMS, but is now also offering data roaming services to a large number of destinations. Data roaming services may be provided on GPRS, EDGE or 3G, depending on the destination.

When using data roaming, a Cell C customer can browse the internet, receive and send e-mails and also send and receive MMS from loved ones in South Africa.

Cell C is continuously evolving its International Roaming service and customers should visit the Cell C website regularly to see which new roaming partners and new services are on offer.

### International Dialling

International Dialling allow Cell C customers to make calls to international destinations.

Cell C has Agreements in place with several international carriers to ensure that the very best quality calls are provided at all times as is practically possible.

When applying for the International Roaming Service, Cell C subscribers should also apply for International Dialling to ensure that they can make calls while roaming abroad.

## 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 whenever you want, wherever you want, or simply send a SMS or MMS<sup>1</sup>
2. By taking your mobile phone with you on business or holiday, you will always have access to the 112 Emergency Services of the country where you are at that moment if there is sufficient coverage. This is an important safety consideration for your peace of mind
3. Ensure your business needs are satisfied by making use of our conference call facilities, even when you are abroad<sup>2</sup>
4. Use your mobile phone to access data roaming services and send and receive MMS to South African destinations while you travel<sup>3</sup>

<sup>1</sup> On selected Roaming Partner networks offering data roaming services

<sup>2</sup> Available on selected Roaming Partners and depending on your subscription to the Conference Call service

<sup>3</sup> On selected Roaming Partners with which Cell C have data roaming service agreements available



### 3. HOW DO I APPLY?

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

**Cell C:** Apply at your nearest Cell C store, Showroom or dial **140** from your Cell C phone (**084140** from any other phone, which will be charged at normal mobile rates)

**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 roaming agreement and if you can use data services in the country you will be visiting.

You can also find Cell C's roaming information on the Cell C website:  
<http://www.cellc.co.za/services/international-roaming>

### 4. WHAT ARE THE CHARGES INVOLVED?

For a breakdown of the call and data charges, please visit the Cell C website at <http://www.cellc.co.za/services/international-roaming> 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<sup>4</sup> 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<sup>5</sup> and inclusive minutes regrettably 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 expensive call charges while roaming, you can unconditionally forward<sup>6</sup> your voice calls to your voicemail box. Incoming calls will then be directed to your voicemail box without setting up the

<sup>4</sup> The international call leg is that part of the call from South Africa to where you are at that moment in time. For example if you receive a call from someone in South Africa, the person calling you will be charged for a local call, but you will pay for the cost of the call from South Africa to the country and operator you are roaming on

<sup>5</sup> Thresholds are limits that a customer may have put on their account to limit their spending. For example I may have put a R400 limit on my account and when I reach this amount my phone is "locked" for outbound activity. I can only receive calls, SMS, etc., but cannot make any outgoing connection. Thresholds do not apply while roaming, because there is a delay in receiving Call Data Records from roaming partners, which means we are unable to implement the threshold

<sup>6</sup> Unconditional Call Forwarding means you can setup your service so that ALL VOICE calls are routed straight to your voicemail



international call leg to wherever you are roaming at the time. Dial into your mailbox to retrieve the message when notified of a waiting voicemail message.

## 5. WHERE CAN I USE INTERNATIONAL ROAMING?

Cell C contract subscribers will have coverage on a large number of destinations, including some aeroplanes, ferries and cruise ships. Data roaming services, like browsing the internet, receiving e-mails as well as sending and receiving MMS to and from South Africa is available from several destinations.

Cell C also partnered with a satellite network operator to provide coverage in very remote areas in North Africa and the Middle East. You will however need to use a satellite phone for this service as your normal mobile would not be able to use the satellite frequencies.

For a comprehensive list and up to date information about where you can use the International Roaming service, please refer to Cell C's website at: <http://www.cellc.co.za/services/international-roaming>

## 6. IS MY PHONE COMPATIBLE?

Contact your Service Provider to ensure that your phone is compatible with the networks in the country where you will be roaming. Some networks in the Americas and Asia may require you to have a tri-band or quad-band phone<sup>7</sup>.

When using the satellite service, you would be required to use a Thuraya compatible phone.

## 7. HOW DO I MAKE CALLS WHILE ROAMING?

When you arrive at your destination, simply switch on your phone and allow the phone to choose the Cell C Roaming Partner automatically. If you want to access the services of a specific network, you can also do a manual search on your phone and choose the network of your choice. However, please note that the network you choose may not necessarily be a Cell C Roaming Partner network and you may therefore not be able to register on that network.

You are now ready to start making calls.

### Calling Home

Remember to always use the international dialling format when roaming. 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, which is the country code for South Africa.

The above also applies to calling your Service Provider:

<sup>7</sup> Different GSM Networks around the world operate on different frequencies (e.g. 850 MHz, 900 MHz, 1800 MHz, 1900 MHz, 2100 MHz, etc.). Your phone needs to be able to use such frequencies





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: **+27 860 232 424**

### **Making calls in a foreign country**

To dial numbers locally in the country where you are roaming, you can either use the international format or simply dial the number as you would while 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 0841234567, you must dial **+27 84 14 84 123 4567 and press the dial key**
2. Press the **#** key when you hear your voicemail greeting
3. You will be asked 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 forward ALL your voice calls (unconditional call forwarding) to your voicemail (this will save you money while roaming), dial from your mobile phone: **\*\*22\*08414+nine last digits of your phone number#** and then press the dial key.
5. If you wish to cancel all diverts to your voicemail while roaming, dial **##002#** and press the dial key. No calls will be deposited in your voicemail box if you performed this action.



THE POWER IS IN YOUR HANDS

