

## Cell C Prepaid International Roaming Service Terms and Conditions

### General

1. It is important that you understand and agree to these terms and conditions in order for you to make use of the Cell C Prepaid International Roaming Service (the “**Service**”)
2. The Service is available to all Prepaid and TopUp Cell C customers, and in certain countries only.
3. Standard International Roaming rates, as defined, will be applicable when travelling internationally. Click here (or see below) to view the roaming rates and destinations (countries and networks) where the Service is currently available.

Country	Operator Name	Voice per minute to make & receive	SMS Send	Data per MB
Nigeria	9Mobile	R10.00	R2.99	R10.00
Canada	Bell Mobility	R10.00	R2.99	R10.00
Mozambique	Movitel	R10.00	R2.99	R10.00

4. To activate the Service, customers must dial \*106\*2# and to de-activate the Service, customers must dial \*106\*3#.
5. In the event that customers experience difficulty in activating the Service, they may call 2784140 and ask for a customer care consultant to assist with this.
6. Customers must always try to activate the Service between 3 to 7 days prior to departure from South Africa to allow sufficient time to address issues that may arise.
7. If a customer has not activated the Service and left the country, none of their roaming services will work. In this event, customers who have Wi-Fi calling available may dial the USSD code \*106\*2# to activate the Service or they may call 2784140 to get assistance in activating the Service.
8. Once the Service is activated, customers will get access to available services on networks in countries where prepaid roaming is available/launched.
  - Customers will have access to Voice, SMS and Data services when the Service is activated.
  - However, should a service not be available on a specific network in a country, that service may not be used and will not work. Example, where roaming data services are not available on a network, only roaming voice and SMS services will be available and will work.
9. In countries where Prepaid/TopUp services are not launched the Service will not work.
10. The Service will only work in countries on specific networks where the Service is available/launched.
11. Customers are advised to visit the Cell C website and familiarise themselves with the relevant roaming rates prior to departure and printing a copy of the rates will help customers select the cheapest networks manually when roaming, thereby ensuring the lowest roaming rates.
12. Cell C will automatically detect when customers are back in South Africa and will apply the local applicable tariff rates when they are back home. It is therefore not necessary to de-activate the Service when back home enabling customers to use roaming services in countries

where prepaid roaming is available whenever they travel internationally. **It is important to be aware that the Service will not be switched off when you are back in the country, and will remain activate.**

13. In the event that customers live, work or travel close to any South African border and risk roaming on a foreign network unknowingly, it is suggested that they turn off the international roaming on their device or de-activate the service whilst within the borders of South Africa.
14. Due to the substantially higher cost of international roaming, customers must always ensure that their airtime balance is sufficient, that they carry additional recharge vouchers on their trip or that they can access their internet banking to recharge their number.

### Roaming Charges

1. All rates displayed are inclusive of VAT and Cell C cannot be held accountable for errors or omissions on the website.
2. [Click here](#) to view the roaming rates (also available in the table below) and destinations (countries and networks) where the service is available.

Country	Operator Name	Voice per minute to make & receive	SMS Send	Data per MB
Nigeria	9Mobile	R10.00	R2.99	R10.00
Canada	Bell Mobility	R10.00	R2.99	R10.00
Mozambique	Movitel	R10.00	R2.99	R10.00

3. All roaming usage is charged as out of bundle usage (from your airtime account).
4. The following Cell C services may NOT be used whilst roaming internationally when using the Service:
  - SMS, Data or Voice bundles or any other bundle offering.
  - Campaign, Free or bonus values.
  - Inclusive values, example, monthly airtime allocation for TopUp customers.
  - Emergency Airtime or Data.
5. When roaming internationally, making and receiving calls are charged at the applicable rates as per the network.
6. All calls are billed on a per minute basis.
7. Calls that are free in South Africa are billed when roaming internationally and using the Service, including calls to customer care (084140).
8. All special calls. i.e. calls to premium rated and satellite numbers are charged at the applicable rates as advertised on the relevant service.
9. 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.
10. Retrieving voicemails whilst using the Service is charged as outgoing calls.
11. Receiving SMS's when using the Service is free and you will never be billed for this.

12. Sending an SMS is charged at the applicable rates as per the international network.
13. Premium rated SMS's will be charged at the applicable rates as advertised on the relevant service.
14. Data will be charged in 25KB increments at the rates applicable as per the international network.
15. Even data services that are free whilst in South Africa are charged for when using the Service. For example, access to the Cell C website, sending a WhatsApp, sending a BBM, access to your banking application etc. will be charged for while roaming internationally and using the Service.
16. Automatic updates on your device will be charged for as per the applicable data roaming rates.
17. Sending MMS's whilst using the Service will be billed in two parts:
  - At the applicable international roaming SMS rates plus;
  - At the applicable international data roaming rates.
18. Due to the fact that downloading MMS's use data services, customers will be charged the applicable international roaming data rates when they receive and download the content in MMS's whilst roaming internationally.
19. Cell C may amend, modify or otherwise change these terms and conditions in its sole and absolute discretion on notice to you and the amended version will be displayed in the same media as these terms and conditions. By continuing to make use of the Service you agree and understand that you will be bound by the amended terms and conditions.
20. It is important that you understand that all customers who make use of the Service indemnify Cell C, its directors, affiliates, members, partners, employees, agents, consultants, suppliers, contractors and sponsors against any loss or damages, either direct, indirect, consequential or otherwise, arising from their use of the Service.
21. Cell C has the right to withdraw, or shorten the duration of availability of the Service in its sole and absolute discretion and will notify customers if it chooses to do so. Customers will not have a claim against Cell C in this event.