

If you have chosen to activate international roaming on your account. Please be aware of the following important terms and conditions.

1. IMPORTANT INFORMATION ON CHARGES

1. It is your responsibility to ensure you are familiar with the applicable international roaming rates, prior to your departure internationally. These rates may fluctuate from time to time due to exchange rates and foreign operator charges. Log onto Cell C's website to view the roaming rates of Cell C's roaming partners (www.cellc.co.za/cellc/international-roaming).
2. Inclusive minutes, SMS and data (these are the minutes, SMS and data that are included in your contract) cannot be used for international roaming or for international calling. International calling and international roaming will be billed separately at the applicable rates.
3. You will be charged for both incoming and outgoing calls while roaming. You will be charged for SMS's you send. If you are roaming on just one network, you will be charged as per that network's rate. Remember, if you have selected "automatic" roaming network selection on your handset, you will most likely use more than one network in a country and can be charged at different rates.
4. No calls whilst roaming is for free. Even calling +2784135 whilst roaming will be charged at roaming rates.
5. Should you divert your calls to another number whilst roaming you will be charged for receiving and making a call.
6. Premium rates will be charged for calls to satellites and special services. Receiving calls while on a satellite network will incur higher charges than the standard rates.
7. Always check which foreign network offers the best rates and select that network manually to avoid connecting to a high cost network.
8. Cell C offers Wi-Fi Calling which allows you to make calls and send SMS's back home at local rates charged in South Africa. Ensure that your phone is set to "never use cellular network" while overseas, to ensure that you never make a cellular call and only Wi-Fi calls. This way you can always use the cellular network in a controlled manner. Visit <https://www.cellc.co.za/cellc/wi-fi-calling-personal> for full information on Wi-Fi Calling.

2. ACCOUNT LIMITS AND THRESHOLDS

1. Please note that thresholds and monthly usage limits do not apply to international roaming. We will not impose the thresholds or limits during the period that you are roaming and we will not be able to suspend your services once you have reached your threshold or monthly usage limit due to the fact that there may be delays in foreign operators processing billing records to us.
2. There may be up to a three (3) month delay in call, SMS and data charges reflecting on your statement due to the downloading of Call Data Records (CDR's) from foreign networks.



3. VOICEMAIL WHILE ROAMING

1. To Access your Voicemail whilst out of the country dial +2784132.
2. You will be charged for messages left on your voicemail if calls are conditionally forwarded to your phone (for example when busy, when not answered etc.). It is advisable to block voicemails on your cellphone when roaming if you don't intend listening to these messages.
3. Voicemails deposited into you voicemailbox will be charged as a call received and retrieving your voicemails will be charged as calls made.

4. DATA USAGE WHILE ROAMING

1. When travelling overseas you will be charged for using the internet and using data, which can be very expensive. Please refer to the Cell C's website to view the data charges. We advise that you do not use data while you are roaming outside the borders of South Africa unless you are aware of the necessary data charges. Some networks can charge extremely high rates per megabyte. This includes streaming videos, peer to peer file sharing or any other type of data downloaded.
2. Data bundles and inclusive data value may not be used whilst you are roaming. All data usage when roaming is charged at the applicable data roaming rates.
3. While you are roaming any downloads, automatic phone updates, application updates and downloads, subscriptions services, amongst others, that you have activated and/or signed up for will continue to be billed, but note that this will be billed at the international roaming rates.
4. Blackberry services such as BBM (blackberry messenger), WhatsApp, receiving email and internet browsing does not work in all countries and note that it is not free. Data charges will be applicable. We advise that you do not use your BlackBerry unless you are aware of the charges.
5. You are advised to turn off data roaming when not in use and only turn the service on when you need to use it and are aware of the applicable roaming charges. Make yourself familiar with turning on and turning off data roaming services when abroad.
6. Ensure that applications that are not in use are always turned off via your application manager.
7. International roaming and international calling rates are subject to change at Cell C's discretion.
8. Please ask your customer care agent questions around limiting data roaming when in doubt, prior to travelling abroad and visit <https://www.cellc.co.za/cellc/international-roaming> for more handy tips.
9. By activating international roaming on your account, you hereby agree and accept all liability in respect of international roaming and data charges that will be billed to your Cell C account. Cell C will not be liable to cover any of these charges.