

International Roaming Request Form

REFERENCE NUMBER:	<input style="width: 90%;" type="text"/>	FULL NAME:	<input style="width: 98%;" type="text"/>
VODACOM ACCOUNT NUMBER:	<input style="width: 95%;" type="text"/>	CELL PHONE NUMBER:	<input style="width: 95%;" type="text"/>
CUSTOMER ACKNOWLEDGEMENT:			
I acknowledge that I have read, understood and accept the relevant terms and conditions pertaining to International Roaming as set out on page 1,2, 3,4 and 5 of this document, and have familiarised myself with all costs associated with International Roaming.			
_____	_____	_____	____/____/____
Authorised Signatory Name	Signature	Contact Number	Date

WHAT THIS DOCUMENT CONTAINS

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| <ol style="list-style-type: none"> 1. What is International Roaming? 2. Important information 3. International Roaming options 4. Activating International Roaming via Vodacom Customer Care (082 111) 5. Activating International Roaming via Vodacom Corporate Help Desk (082 1940) | <ol style="list-style-type: none"> 6. Deposit 7. Documentation required 8. Charges 9. What to do before you leave South Africa 10. What to do when you arrive in a foreign country 11. Contacting Vodacom Customer Services while roaming |
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1. WHAT IS INTERNATIONAL ROAMING?

Vodacom's International Roaming service lets you stay in touch with your loved ones, friends and colleagues, using your existing cellphone and Vodacom SIM card, while you are travelling internationally. That means you can conveniently make and receive calls, send and receive SMSs, and access your email, the Internet and your company's network while you travel.

2. IMPORTANT INFORMATION

- Please apply for International Roaming at least 7 (seven) days before departure, to ensure that the International Roaming service is activated on time. We cannot guarantee the service if the application is made after your departure from South Africa.
- Individual customers can apply for International Roaming by contacting Vodacom Customer Care on 082 111 or by visiting their nearest Walk-in Customer Care centre. Corporate customers must contact Vodacom's Corporate Help Desk on 082 1940.
- Activation of International Roaming will take place within 24-hours of receipt of the relevant supporting documentation. Please always confirm that your International Roaming activation documents have been received by Vodacom.
- Please confirm that your cellphone is compatible with the cellular networks in the countries you wish to visit. Some countries do not allow devices with 3-DES encryption. BlackBerry devices may be affected.
- Please confirm that Vodacom has a roaming agreement with a cellular network in the foreign country you wish to visit.
- A list of all roaming countries and partner networks can be found on the Vodacom website. Please visit www.vodacom.co.za and select the International roaming section for more information.
- Verify that the services that you need to use will be available for roaming at your international destination.
- Take along a suitable charger adapter that can be used at the international destination.
- Familiarise yourself with local cellphone laws.
- Know how to dial local numbers and numbers back home in South Africa.
- Save a list of emergency numbers and important contacts that you may need to use while travelling, e.g. Airline Office, Hotel Reservations desk.
- If you're struggling to connect to the network to roam, switch your cellphone off, remove and replace the battery and turn it on again in your country of destination.

3. INTERNATIONAL ROAMING OPTIONS - VISIT www.vodacom.co.za/roam

Please indicate which roaming option you wish to activate, by initialling in the blocks provided below:

Vodafone World – CONTRACT CUSTOMERS ONLY	initial
Benefits:	
<ul style="list-style-type: none"> • Predictable and transparent roaming rates help you to better manage your costs. • 10% discount on calls made when roaming on Vodacom or Vodafone partner networks. • Get Super-Saver Data roaming rates when using data while roaming on Vodacom or Vodafone partner networks. • Standard Data usage charged at fixed SA Rand rate per megabyte of data used. 	
What you can do: Voice calls, SMS, data (access the Internet, your email and company network).	
To activate: This is the DEFAULT roaming option for Vodacom Contract customers i.e. when the International Roaming service is activated on your account, the Vodafone World roaming option will automatically apply. If you are not automatically connected to these networks when visiting any of the roaming countries, please manually select on your handset the relevant network to access these roaming rates.	
Vodafone World rates (Incl. VAT)	

Zone	Charge Type	Local Calls*	Calls to SA or International*	Receiving Calls *	Sending SMS	Receiving SMS	Standard Data Rates (per MB)**	Super- Saver Data Rates available selected Vodafone partner networks (per MB)**#
Neighboring Countries	Standard	R6.00	R 6.00	R6.00	R2.75	FREE	R51.20	R17.50
Sub-Saharan Africa	Standard	R8.00	R10.00	R6.00	R2.75	FREE	R102.40	R17.50
Rest of the World	Standard	R8.00	R23.50	R6.00	R2.75	FREE	R128.00	R17.50
Available on selected Vodafone partner networks - 10% discount #		R7.20	R21.15					

*Voice calls charged per minute (60 second increments).

**Data charged in 10 kilobyte increments. Super-Saver Data rates only applicable on selected Vodacom or Vodafone partner networks.

Selected Vodafone partner networks only – visit www.vodacom.co.za/roam and select your country to verify that the Super saver rate applies in the country

Vodacom Travel Saver	initial
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What is Travel Saver?

Travel Saver gives all Vodacom Contract Customers the best of roaming in 27 participating countries. You can make and receive calls, send SMS and use data for a low daily subscription fee of R30.

Who can get Travel Saver?

Travel Saver is only available to Vodacom Contract Customers.

Benefits:

- Easy to predict and save on your roaming spend.
- Stay online and enjoy worry-free Internet surfing and email communication.
- The R30 daily subscription fee gives you access to low roaming rates for the day in 27 countries participating countries.
- Rates are applicable on all networks within the participating countries.

To Activate:

- Once the International Roaming service has been activated on your account, SMS 'SAVE' to 123 (FREE in South Africa).
- If you have already left South Africa, SMS 'SAVE' to +27 82 123 (applicable SMS roaming rates apply).
- Call 082 111 OR +27 82 111 FREE from Vodacom SIM card, even while roaming.
- Activate on the My Vodacom App
- Activate on the Vodacom online portal using your account

To Deactivate:

- SMS 'SAVEOFF' to 123 (FREE in South Africa).

Travel Saver Rates (Incl. VAT)

The R30 daily subscription fee gives you access to the cost-saving rates:

Calls Made	R2.50 per minute
Calls Received	R2.50 per minute
SMS Sent	R0.80 per SMS
Data used	R2.00 per MB

Please Note:

- If you are not roaming in the participating Vodacom Travel Saver countries, the applicable Vodafone World Zone rates will apply.
- If you deactivate Vodacom Travel Saver, you will not qualify for these low rates even if you're roaming in a participating Travel Saver Country. Vodafone World Zone rates will apply.

Vodacom Travel Saver Countries				
Albania	Germany	India	New Zealand	Turkey
Australia	Ghana	Kenya	Portugal	United Kingdom
Czech Republic	Greece	Lesotho	Qatar	United States
DRC	Hungary	Malta	Romania	
Egypt	Ireland	Mozambique	Spain	
France	Italy	Netherlands	Tanzania	

Vodacom SMS Roamer– CONTRACT, TOP UP & PREPAID CUSTOMERS		initial
Benefits: <ul style="list-style-type: none"> • Most cost-effective way to stay in touch. • Disables voice and data capabilities and only allows you to send and receive SMS. • Available in more than 189 countries and 440 networks. 		
What you can do: Send and receive SMS only - all other services (voice and data) will be deactivated.		
To activate: SMS 'ROAMON' to 123		
NOTE: It is important to activate SMS Roamer just before you leave the borders of South Africa as this service will deactivate all Voice and Data services regardless of whether you are still in South Africa.		
To deactivate: SMS 'ROAMOFF' to 123		
Vodacom SMS Roamer rates (Incl. VAT)		
Sending an SMS	Contract customer – R2.75 per SMS worldwide.	
	Prepaid customer – R2.75 per SMS worldwide.	
Receiving an SMS	FREE	

Africa Roaming – CONTRACT, TOP UP & PREPAID CUSTOMERS							
Africa Roaming offers reduced international roaming rates when you roam on any of Vodacom's Africa Family networks while abroad.							
List of Africa Roaming Networks: Vodacom Lesotho, Vodacom Mozambique, Vodacom Tanzania, Vodacom DRC, Vodafone Ghana, Kenya Safaricom							
Africa Roaming Rates (Incl. VAT)							
Roaming Service	Charge Type	Local Calls*	Calls to SA or International*	Receiving Calls*	Sending SMS	Receiving SMS	Data Rates
Africa Family Roaming Rates	Standard	R2.90 per min	R5.00 per min	R2.90 per min	R1.50 per min	FREE	R5.00 per MB

4. ACTIVATING INTERNATIONAL ROAMING VIA VODACOM CUSTOMER CARE (082 111)

STEP 1	Read and accept the terms and conditions below.
STEP 2	Contact Vodacom Customer Services on 082 111 and request to have the International Roaming service activated on your cellphone number.
STEP 3	Quote the unique reference number that appears at the top of this form and advise the agent which roaming service you wish to activate.
STEP 4	Fax through the proof of deposit payment (if required) and all relevant documentation to 0860 082 082 .
NOTE	
<ul style="list-style-type: none"> • By calling Vodacom Customer Services and quoting the reference number indicated above, you confirm that you have read and understood all the terms and conditions pertaining to this document and International Roaming. • Your International Roaming service will be activated within 24 hours of us receiving all relevant documentation and payment deposit if required (refer to point 7). • The International Roaming service will be activated on the cellphone number (as specified by you), and not on your account. 	

5. ACTIVATING INTERNATIONAL ROAMING VIA VODACOM CORPORATE HELP DESK (082 1940)

STEP 1	Read and accept the terms and conditions below.
STEP 2	Fax through the completed International Roaming request form and all relevant documentation to 0860 082 301 .
NOTE	
<ul style="list-style-type: none"> • By completing and faxing through the International Roaming request form you confirm that you have read and understood all the terms and conditions pertaining to this document and International Roaming. • Your International Roaming service will be activated within 24 hours of us receiving all relevant documentation and payment deposit if required (refer to point 7). • The International Roaming service will be activated on the cellphone number (as specified by you), and not on your account. 	

6. THE DEPOSIT

Deposit can be paid at your nearest Walk –in Customer Care centre or directly in to a bank account:

Vodacom may require an R5000.00 deposit prior to activating the International Roaming service on your cell phone number.	
<ul style="list-style-type: none"> • NOTE: When making the deposit, you will be required to include your cellphone number and Vodacom number e.g. I0080293 as reference. We recommend visiting your nearest Walk-in Customer Care centre or making an Over-The-Counter (Using M65)/ Electronic Fund Transfer at Standard Bank, ABSA, NEDBANK and FNB using Vodacom pre-defined beneficiary details. 	
Making an Electronic Fund Transfer	
STEP 1	Log on to internet banking site.

STEP 2	Select "Payment/ Transfer" tab.
STEP 3	Select "Once off Pay". Change Beneficiary / Recipient from "Private" to "Company / Public".
STEP 4	In the search field type " Vodacom " and click on search.
STEP 5	Select the "Vodacom Pty Ltd" option.
STEP 6	Entry Vodacom Account number, Example (I0080293) as the beneficiary reference.

7. DOCUMENTATION REQUIRED

Individual customers <ul style="list-style-type: none"> • A signed copy of this International Roaming request form. • A copy of your Identity Document. • The deposits slip (if deposit is required). 	Corporate customers (in the name of the company) <ul style="list-style-type: none"> • A signed copy of this International Roaming request form. • An authorised signatory's permission on a company letterhead specifying that the applicant may be provisioned with the International Roaming service. • The deposits slip (if deposit is required).
NOTE <ul style="list-style-type: none"> • If you are making a direct deposit into the above bank account, please clearly indicate your Vodacom account number as well as your Vodacom cellphone number on your deposit slip. • Please fax the deposit slip and supporting documents through to 0860 082 082 (Individual accounts) or 0860 082 301 (Corporate accounts). Ensure that your unique reference number is clearly indicated on all the documents. • We will only be able to activate the International Roaming service once the deposit slip, together with the above specified documents have been received. • After your return, you may request that your deposit be credited to your account. (Processing credit can take up to 3 Months as it may take up to 3 months for Vodacom to receive details of the calls / SMS's or data used while you were roaming). 	

8. GENERAL RULES

International Roaming may be more expensive if compared to your local Vodacom tariff plan. Please ensure that you select an appropriate Roaming option according to your needs. These options can be viewed by visiting the International Roaming section on www.vodacom.co.za. Please familiarise yourself with the relevant charges and general business rules before activating the service.

- You will be charged for both incoming and outgoing usage while roaming.
- Your cellphone / modem In the event that you select to divert your calls to your voice mailbox while roaming, you will be charged for the incoming calls. You will also be charged for the outgoing calls to your voice message service for retrieving voice messages.
- If you have the Twin Call service activated, please ensure that your second cellphone remains switched off.
- If you are connected to a website while roaming, you may incur data charges even if no content is purchased or downloaded. This is due to small amounts of data being transmitted every 30 seconds (e.g. website refreshing, banner ads being pushed in the background, etc.). Please ensure that you close all unused applications while roaming.
- Bundled call minutes, SMS's or data, cannot be used whilst roaming (or making international outgoing calls from South Africa).
- Vodacom roaming does not have peak/off peak rates – one rate all day.
- Calls that are normally free (such as 1082, 121, 126 etc.) are not free while roaming.
- Understand how you will be charged for using data while roaming.
- Close unused websites and applications, and turn off automatic updates while roaming as this may incur data charges even if no content is downloaded.
- To control costs, turn off Data Roaming on your cellphone settings. Please refer to your cellphone user guide for specific instructions.
- Roam on a Vodacom or Vodafone partner network.
- Set up your email account to download the header of the message only, and manually select which emails you'd like to download in full.
- All charges accumulated while roaming will be debited from your standard monthly Vodacom account.

NOTE: It may take up to 3 months for Vodacom to receive details of the calls / SMS's or data used while you were roaming.

9. ROAMING TERMS AND CONDITIONS

1. Bundled offerings (minutes, SMS, data) and promotional tariffs do not apply to any of the international roaming offerings.
2. For Vodacom contract customers, all charges accumulated while roaming will be debited from your Vodacom account. Please remember that it may take up to 3 months for Vodacom to receive details of calls, SMSs and data used while roaming.
3. Some services available on the Vodacom South Africa network, may not be available in the country you are visiting.
4. Your cellphone / modem may automatically select a different foreign network depending on the network coverage conditions and this could impact the rates you are charged. For lower rates always ensure that you are roaming on an appropriate Vodacom or Vodafone partner network.
5. If you have selected to divert your calls to another number while roaming, you will be charged for both for the incoming call to your number and the outgoing call (the divert) to the other number.
6. If you have selected to divert your calls to voicemail, you will be charged for both the incoming call and the outgoing call to your voice message service for retrieving the voice message while roaming. If you do not retrieve the message while roaming, no roaming charges will be applied.
7. If you have the Twin Call service activated, please ensure that your second cellphone remains switched off for the roaming service to function correctly.
8. Calls that are normally free (such as 1082, 121 etc.) are not free while roaming and are billed at the applicable rate as calls made back to South Africa.
9. While roaming, calling Vodacom's dedicated Customer Contact Centre (111/+2782111) will be free.
10. Use of short codes (e.g: 111 and 121) is subject to availability on the foreign network.
11. The countries in which the various roaming options are supported differs for Vodacom Contract, Top Up and Prepaid customers.
12. USSD usage is charged at the applicable USSD roaming rate.

13. Vodacom will not be held responsible for any inaccuracies arising from information displayed on the website
14. If you have barred incoming texts on your phone, you won't receive any data roaming notifications.

Vodafone World

1. Vodafone World is available to all Vodacom customers as a default service once international roaming has been activated.
2. All calls are billed on a per minute basis using the 60:60 billing concept.
3. No set-up or monthly charges are applicable.
4. If you choose to roam with a Vodacom or a Vodafone preferred network, you will receive a 10% discount off the standard, applicable Vodafone World rates. This discount only applies to calls made.
5. Vodafone World rates exclude mobile-originating SMSs that terminate on a premium number.
6. Vodafone World rates exclude calls to premium and satellite numbers.

SMS Roamer

1. SMS roamer is available to all Vodacom Contract, Top Up and Prepaid Customers.
2. Once the SMS Roamer service has been activated, all other services will be disabled, such as voice, MMS, access to the Internet from your cellphone, fax services and others. You will only be able to use SMS to communicate.
3. All call forwarding services will be cancelled once SMS roamer has been activated.
4. All incoming calls will be diverted to your Voicemail service. It is your responsibility so ensure that your voicemail service is setup and active.
5. All SMS sent while using SMS Roamer will be charged at R2.75/SMS
6. SMS Roamer is only available to Vodacom customers who have activated this service.

Data Roaming

1. Data Roaming is currently only available to Vodacom Contract customers. Data Roaming is not currently available to Vodacom Top Up or Prepaid customers.
2. Data usage is billed in minimum increments of 10 KB.
3. Data Roaming will be charged at the applicable Vodafone World Zone rate.
4. Super Saver data rates are only applicable when roaming on selected networks.
5. Vodafone live! access is not zero rated when roaming and is billed as normal data usage.
6. Blackberry usage will be billed as normal data usage when roaming.
7. If you are connected to a website/application while roaming, you may incur data charges even if no content is purchased or downloaded. This is due to small amounts of data being transmitted every few seconds by the website/application (e.g. website refreshing, banner ads being pushed in the background, etc.). Please ensure that you close all unused applications while roaming. Vodacom accepts no liability for any unintentional data downloads your device may make.
8. Data Roaming notifications: We want you to stay in control of your data roaming spend when you're abroad – so we've introduced a new alert service. You will receive a Data Roaming notifications at R2000 increments of data spent. You don't have to do anything – we'll text you for free. While Vodacom makes every effort to ensure that customers receive the SMS notifications, it cannot be held liable for SMS not received.
9. If you've barred incoming texts on your phone, you won't receive any data roaming notifications.

10. WHAT TO DO BEFORE YOU LEAVE SOUTH AFRICA

It is important that you confirm your mailbox password by contacting Vodacom Customer Services (082 111 / 082 1940) before you leave South Africa.

NOTE: You will not be able to retrieve messages if your voicemail password has not been changed from the default 1111.

I don't want to receive voicemail messages while abroad. Should you not wish to retrieve messages while abroad, you will need to cancel your mailbox facility before you leave South Africa. This can be done as follows:	STEP 1	Dial ##002# from your cellphone.
	STEP 2	Select the send / dial button.
I want to make calls but not receive calls while roaming. Unconditional diverts allows all incoming calls to immediately go into your voicemail. This can be done as follows:	STEP 1	Dial **21*08214 and the last nine digits of your cellphone number, followed by the # key.
	STEP 2	Select the send / dial button
NOTE: If you are overseas and wish to activate your unconditional diverts, then the number to dial is **21*+27 82 14 and the last nine digits of your cellphone number. Please ensure that your network selection is set to automatic.		

11. WHAT TO DO WHEN YOU ARRIVE IN A FOREIGN COUNTRY

STEP 1	Switch your cellphone on	NOTE: If you are in a coverage area, your cellphone should automatically log onto the foreign network. If the automatic selection on your cellphone is off, you will be required to manually select one of the networks displayed. Automatic network selection is recommended
STEP 2	Enter your PIN number	
STEP 3	Select the # key	

Making calls in a foreign country. This can be done as follows:	STEP 1	Enter the country area code followed by the telephone number.
	STEP 2	Select the send / dial button.
Making calls to an international number while in a foreign country (Outside the country from which you are calling). This can be done as follows:	STEP 1	Press the + key followed by the entry code of the country you are calling (e.g. 27).
	STEP 2	Enter the area code (without the 0), the telephone number, and then press the send/dial key. <i>Example of a call to Johannesburg would be +27 11 546 5000.</i>
Receiving calls while roaming. While roaming on a foreign network, YOU pay to receive a call, as per the International Roaming options available - visit www.vodacom.co.za/roam . The caller pays his/her South African call rate. Callers outside South Africa would need to dial the international prefix +27 and the rest of your cellphone number e.g. +27 82 765 4321. In this case the caller would pay for an International call to South Africa, while you pay to receive the call, even if you are both in the same country.		
Accessing Voicemail While Roaming		
Retrieving messages while roaming. Your mailbox remains in use while roaming, unless you cancel the divert facility before you leave (refer to point 9). You can retrieve your voicemail messages as follows:	STEP 1	Dial +27 82 14 followed by the last nine digits of your cellphone number.
	STEP 2	Dial 1 as soon as you hear your voicemail message.
	STEP 3	Enter your mailbox password.
Example: If your cellphone number is 082 765 4321 you would <ul style="list-style-type: none"> • Dial +27 82 148 276 54321 • Dial 1 • Enter your mailbox password 	NOTE <ul style="list-style-type: none"> • Please ensure you have your mailbox password reset prior to roaming. This can be done by contacting Vodacom Customer Care on 082 111. • Retrieving your voicemail messages while roaming will be charged as an international call each time. • Calls to 082 111 OR +27 82 111 FREE from Vodacom SIM card, even while roaming. 	

12. CONTACTING VODACOM CUSTOMER SERVICES WHILE ROAMING

Individual customers Access to a Vodacom Customer Care agent while roaming is as simple as sending an SMS to +27 82 111 (Standard SMS roaming rates apply when sending an SMS). You will be given the option to select the manner in which you wish the agent to correspond with you. These include: <ul style="list-style-type: none"> • via your cellphone • via an alternative contact number • email to SMS • email to email NOTE: You also have the option of calling Vodacom Customer Services directly on +27 82 111. <ul style="list-style-type: none"> • Calls to 082 111 OR +27 82 111 FREE from Vodacom SIM card, even while roaming. 	Corporate customers You can contact our Vodacom Corporate Help Desk as follows: <ul style="list-style-type: none"> • via your cellphone on +27 82 1940, or • via email on VBSAdmin@vodacom.co.za .
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