



INTERNATIONAL - ROAMING / UNBARRING
 (Please tick applicable service required)

Roaming To make and receive calls whilst in another country
 Unbarring To make calls to other countries

All information must be filled in. Failure to do so may result in a delay in processing this application.
 The completed application form must reach MTN Service Provider at least one week before departing.
 If you are applying for ROAMING please complete Section 1,2 and 3
 If you are applying for UNBARRING please complete Section 1 and 3

1 CUSTOMER INFORMATION

Cellular Number:				-															
Phone Number:	()	(During office hours)															
Fax Number:	()	(During office hours)															
E-mail Address																			
Account Number:																			
Account Name:																			
Customer Name:																			
Type of Cellphone:	Make :											Model:							

2 INTERNATIONAL ROAMING - (this enables one to make and receives calls whilst in another country)

EXACT LIST OF COUNTRIES BEING VISITED		
Please note: if you are visiting Europe, Africa and USA an exact list of countries (States) is required.		
Dates:	Leaving S.A	/ /
Customer Signature _____ Date : _____		

3 UNBARRING - (to enable international calling facilities from S.A)

International calls are charged at cellular rate plus Telkom international rate per minute
Customer Signature _____ Date : _____

I, the undersigned, do hereby acknowledge that I have read the terms and conditions contained in the Application and I have, understood such terms and conditions and agreed to be bound thereby.

Customer Signature _____ Date : _____

MTN SERVICE PROVIDER HEAD OFFICE USE ONLY	
CURRENT: YES / NO	DEPOSIT: YES / NO
APPROVED: _____	

MTN Service Provider (Pty) Limited
Head Office: 216 14th Ave, Fairland, Roodepoort, 2170
P.O. Box 9955, Cresta, 2118
Tel: (011) 912-3000 Fax: 083 705 7171
Website www.mtnsp.co.za



ATTENTION :

CELL NUMBER :

ACCOUNT NO. :

FAX : (0.....).....

DATE :

Dear Valued Customer

As per your request regarding international roaming, please find the attached information. **Please remember to program your phone before you leave the country (SA).** You are currently online to roam permanently and we have unbarred cellular phone numbers.

It is vital that you take your instruction manual with you as you may be required to effect a manual network search.

You are advised that you will incur charges for both incoming and outgoing calls, as well as voice mail, and thus attention must be paid to the diverts chosen by the user.

Due to international confidentiality agreements, we cannot supply you with details of incoming numbers dialled to your number and billed, but you will be able to view outbound calls on the itemised billing once they have been supplied by the foreign networks on which you have roamed. Inbound calls will be noted on your invoice using a reference number.

Please note that the international roaming department is open during office hours Monday to Friday. All applications received after 16h00 will be attended to the following day.

Yours sincerely

INTERNATIONAL ROAMING OFFICER



Kindly complete the above Roaming/Unbarring form. This has to be completed and signed by your Company's MTN Account administrator and forward it to business@mtn.co.za

MAKING AND RECEIVING CALLS WHILST ROAMING

1. MAKING CALLS

Local Calls within the country you are roaming in:

Area Code + Telephone Number e.g. 0171 234 4567 send
(0171 – London Area code) (234 4567- Telephone Number)

International Calls whilst roaming:

Outgoing code + Incoming code + Area code (drop 0) Phone number send e.g. (+) 27 (SA) 11(JHB) 301 6000 (Phone Number) send.

When two MTN subscribers are in a foreign country (e.g. U.K) and they need to contact one another, they need to dial the following: +27 83 XXX XXXX. Charges are as follows:

Caller pays for the international link from the U.K to S.A.

Receiver pays for the international link from S.A back to the U.K.

(+) Is the standard GSM outgoing Code for all countries.

2. WHO PAYS FOR WHAT

- Caller in South Africa pays normal local rate for a call to cellular phone that is roaming.
- All calls made and received whilst roaming will be charged for.
- Calls are charged at foreign network rate plus 30% roamers fee. Call charges are determined by the foreign network and are subject to exchange rate fluctuation.
- Sms send and received will be charged for by the foreign network.

VOICEMAIL

Voicemail will be charged for when receiving *and* retrieving messages whilst in a foreign country. These charges will be the same as when a call is made and received.

3. INCOMING CALL RECORD

Because all incoming calls are transmitted via the Home Network (MTN) all incoming calls whilst roaming will appear as a call made from South Africa (MTN) e.g. 09 44 802 000 000 (an incoming call whilst in the U.K.) This will also apply when voice messages are received.

09	An Outgoing code from South Africa
44	An Incoming code to the United Kingdom
802	Network code (UK Cellnet)
000 000	This reference number may change whenever a call is forwarded, depending on the Network and the Country.



PLEASE NOTE: The reference number is not the contact number of the caller. This number is automatically allocated by the foreign network whenever a call is put through to you. MTN cannot, therefore, trace the number of the caller.

PROGRAMMING PROCEDURES FOR INTERNATIONAL ROAMING

**PLEASE FOLLOW PROCEDURE 1
PROCEDURE 2 IS ONLY NECESSARY IF VOICEMAIL IS REQUIRED.**

1. CANCELLING CALL DIVERT / VOICEMAIL

This must be cancelled before leaving South Africa. If you do not wish to have voicemail, please call 808 from your cellphone or 083 1 808 from a Telkom line and request the operator to cancel your voicemail. Failure to do so will result in you being charged for voicemail messages, thereby increasing your bill charges.

2. VOICEMAIL PASSWORD

If you recall or do not have your 4-digit voicemail password, dial 120 on your cellular phone before leaving South Africa to set up a new one. This password is required for accessing voicemail whilst roaming.

3. ACCESSING VOICEMAIL

- Dial (+) 27 83 100 XXX XXXX (Last seven digits of you mobile number). (+) Represents the outgoing code of the foreign country you are in.
- **Enter your Password (Voicemail password – these must set following procedure number 3)**

4. ROAMING IN THE USA

Because of the difference in Network frequencies, client's that would like to roam in the USA must hire a handset that is GSM 1900 compatible. Cell phone rentals can be done with Cellhire (Application form attached). For more details please call Cellhire on (+) 44 1904 610610. Hiring costs will be entirely between the client and Cellhire, the costs cannot be deducted off the client's MTN Service Provider account.

5. PROGRAMMING IN THE COUNTRY CODES

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There is **NO NEED** to programme your Cellular phone before leaving South Africa. However, on arrival abroad you might be prompted to do a **manual "Network Search"**. Procedures can be found on your handset manual instruction booklet.