

Voice Mail

Setting up your MTN Voice Mail

- Call **100** from your MTN cell phone and follow the voice prompts.
- If you are calling from another phone, dial **083 100** and follow the voice prompts.
- You can also record a personalised greeting and customise your voicemail settings.

Accessing your Voice Mail

- Call 100 from your MTN cell phone and follow the voice prompts
- If you are calling from another phone, dial 083 100 and follow the voice prompts.
- For direct access (AutoPlay) to new messages, call 111 from your MTN cell phone

Diverting calls to your MTN Voice Mail box

- You can divert incoming calls to your voicemail box by entering the following setting: **+27 83 14 PLUS** the last nine (9) digits of your cell phone number.
- Please consult your handset's instruction manual if you are unsure about using the call divert functionality.

The cost of MTN's Voice Mail service

- The service is absolutely free and you won't be charged when dialling **100** or **111** from your MTN cell phone.
- If you access your voicemail box from another phone via calling **083 100**, standard cell phone rates apply.
- You will not be billed for diverted calls from your cell phone to MTN Voice Mail box
- When calls from another phone are diverted to your voice mail box, normal cell phone rates will be charged.

When roaming abroad

- When travelling overseas, all calls to your MTN Voice Mail box (+27 83 100 0000) will be billed as an international call.
- Missed calls that are diverted to your Voice mail box are billed as **two** international calls: one to your phone and the second for diverting to your Voice Mail box (always in South Africa).
- To reduce costs, you can use your Voice Mail box to answer your calls while you are on another call, or when you are not within an MTN coverage area.
- When travelling overseas you can dial *111# (voicemail call back) and the dialling key on your cell phone.
 - This comes up with several options on the phone. You need to select **option 1**. (Roaming and voicemail)
 - At the next prompt select **option 1** (voicemail call back)
 - After about a minute your voicemail will call you back.
 - This service will only be available if you have international roaming activated
 - This functionality can only be accessed via your cell phone