

**MTN Service Provider (Pty) Ltd ("MTN SP")**  
**Reg Number 1993/002648/07**  
 Innovation Centre 216 – 14<sup>th</sup> Avenue Fairland Roodepoort 2195  
 Private Bag 9955 Cresta 2118  
 South Africa  
 Tel: +27 083-1-808 Fax: +27 83 705 7171 or (011) 912 5021 <http://www.mtnsp.co.za>  
**VAT No.: 4130141247**



**INTERNATIONAL - ROAMING / UNBARRING APPLICATION FORM**

***This International Roaming / Unbarring Application Form contains statements which are acknowledgments of fact by you. You must read this form carefully and ensure that all the information you provide is true. You agree that MTN SP may accept that the information you provide is true, without any investigation. This means that you cannot later claim that any information you provided is not true. MTN SP may also have claims and other rights against you personally if any information you provide is not true.***

(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 MTNSP 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 Cell phone:	Make :									Model:		

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

<b>EXACT LIST OF COUNTRIES BEING VISITED</b>			
Please note: if you are visiting Europe, Africa and USA an exact list of countries (States) is required.			
Dates:	Leaving S.A	/ /	Returning to SA
			/ /
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. I agree that I will be liable for all costs that MTN SP may incur on my behalf resulting from the unbarring of my phone as a result of this application. I give MTN SP permission to add all such cost to my MTN SP Account set out above. The above clause constitutes an assumption of risk, liability or both by me, and may result in my being legally responsible for increased or additional cost.
Customer Signature _____ Date : _____

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**TERMS AND CONDITIONS**

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.

1. In the event that MTNSP requires me to provide a deposit as security for the payment of the Network Service identified above and supplied by MTNSP to me, then the terms set below shall apply in relation to such deposits:-
  - 1.1 If applying for International Roaming for the first time, a deposit of R2000.00 (excluding VAT) may be required prior International Roaming is granted. MTN SP may, acting reasonably, refuse to grant you International Roaming if you do not provide this deposit within the required period.
  - 1.2 To the extent allowed by law, if you require international roaming for more than 4 weeks, MTN SP may require you to provide a length of stay deposit in an amount decided by MTN SP in its reasonable discretion.
  - 1.3 This deposit will be credited to the subscriber account three (3) months after activating the facility or paying the deposit.
  - 1.4 Any amount held by MTNSP on my behalf as a deposit for the purposes referred to in 1 above, shall not attract any interest and accordingly MTNSP shall not be liable to me for any interest payments on the amounts so held;
  - 1.5 MTNSP shall, in its discretion, be entitled to retain the deposit for as long as it deems it necessary as security for the fulfilment of my obligations vis-à-vis the payment of the Network Service requested. Accordingly, I shall not be entitled to require the return of such deposit from MTNSP unless the Network Service has terminated and all and any amounts which are due by me to MTNSP have been fully paid. In the event of any such amounts being unpaid, MTNSP shall be entitled to offset the amounts due with the deposit on hand and, in the event that any balance remains from the deposit, MTNSP shall only be obliged to pay such balance over to me. MTNSP shall be entitled to make this payment in any manner determined by it from time to time.

**2. Roaming rates & charges**

- 2.1 Customers shall pay standard MTN International Roaming & Dialling Rates when either Roaming abroad with MTNs Roaming Partners with an MTN SIM or when making a call to any of the international destinations offered by MTN;
- 2.2 Please note that data usage, including all Blackberry services, outside of SA borders is chargeable at International data roaming tariffs applicable to the visited country. (See the attached Blackberry Guide)
- 2.3 MTN's International Roaming & Dialling and Data rates are available on the internet at <http://www.mtn.co.za> or can be queried by dialling \*111# from a cell phone;
- 2.4 Your request for International roaming/ unbarring may only be processed by MTN SP ten (10) days after you have handed in this completed Application to MTN SP and paid any deposits required by MTN SP as detailed above.

**I HAVE READ AND UNDERSTOOD THE TERMS AND CONDITIONS SET OUT ABOVE. I CONFIRM THAT I HAVE COMPLETED THE ABOVE INFORMATION ACCURATELY.**

**Customer Signature** \_\_\_\_\_ **Date:** \_\_\_\_\_

<b>MTNSP HEAD OFFICE USE ONLY</b>		
<b>CURRENT: YES / NO</b>	<b>DEPOSIT: YES / NO</b>	<b>APPROVED: _____</b>