



vodacom

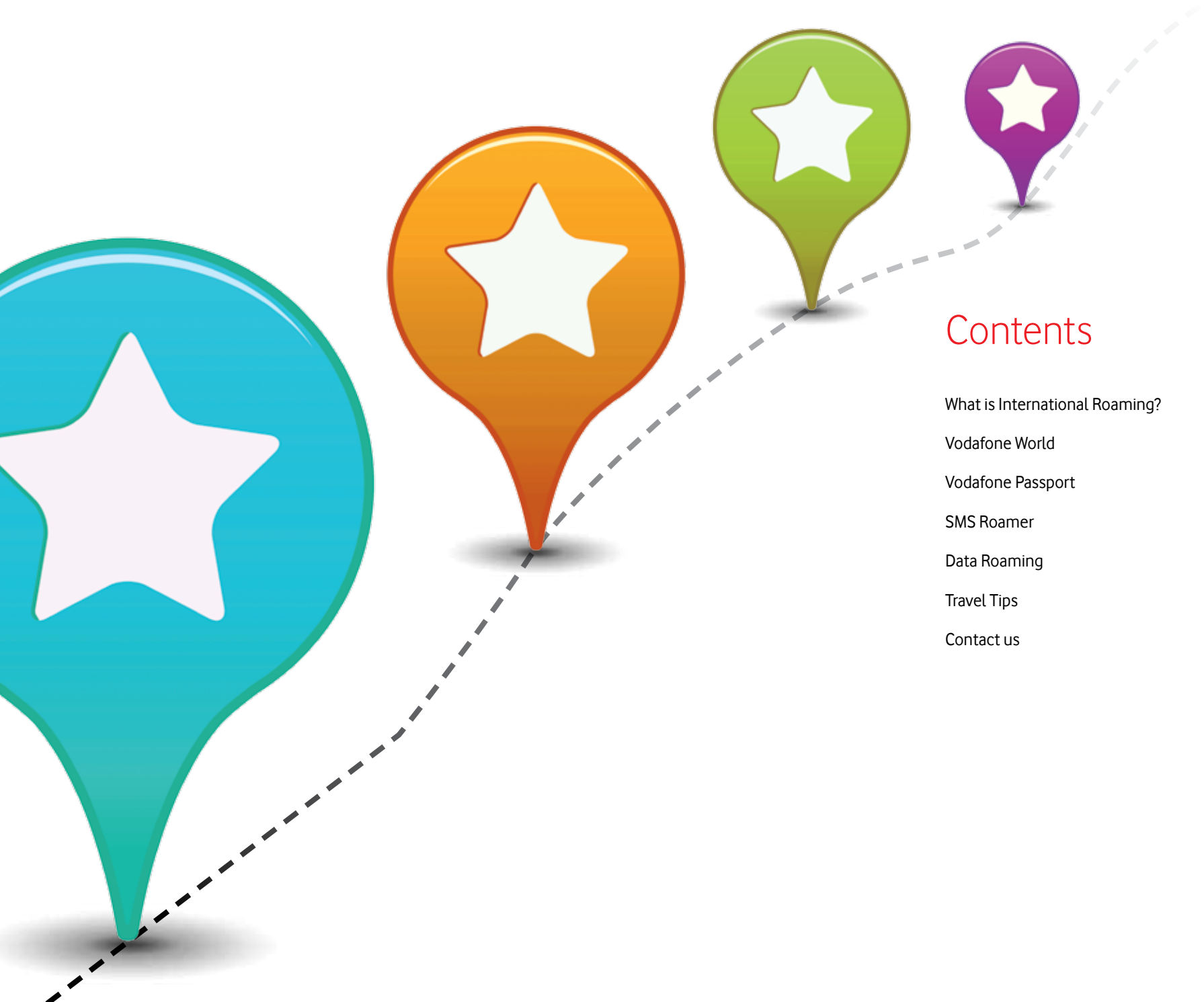
International roaming services

The world is yours

power to you



vodacom.co.za



Contents

What is International Roaming?	Page 2
Vodafone World	Page 4
Vodafone Passport	Page 6
SMS Roamer	Page 8
Data Roaming	Page 9
Travel Tips	Page 10
Contact us	Page 12

What is International Roaming?

Our global roaming footprint covers the places you visit... and anyone can use it. Whether you're a Vodacom Contract, Top Up or Prepaid customer, there's an option for you. Simply choose a roaming option that is right for you and stay in touch when you travel for business or go on holiday.

Managing your costs

When roaming internationally you will pay for making and receiving calls, sending SMSs, accessing your voicemail and using data.

Vodafone World

I want to make calls, but not receive calls while roaming and receive voicemail messages instead.

Unconditional diverts makes all incoming calls go to your voicemail box. This prevents you from being charged to receive them.

Activate unconditional diverts as follows:

1. Dial ****21*08214** and the last 9 digits of your cellphone number, followed by the # key.
2. Press the send/dial button.

NOTE: If you are abroad and wish to activate your unconditional diverts, then the number to dial is ****21*+278214**.

I want to make calls, but not receive calls while roaming and also not receive voicemail messages.

Activate unconditional diverts first, then simply cancel your mailbox facility as follows:

1. Dial **##002#** from your cellphone.
2. Press the send/dial button.

Callers will no longer be able to leave you voicemail messages.

How to avoid bill shock when using data abroad

- Close unnecessary applications on your Smartphone while roaming.
- Don't stay connected to websites unnecessarily while roaming, as this may incur data charges.
- Turn off automatic software and application updates.
- Set up your email client to download headers only, and not to download attachments and images. Qualify for the Super-Saver Data roaming rate by using a Vodacom or Vodafone partner network. All BlackBerry usage and Smartphone data usage while abroad will be billed as per the applicable data roaming rate. To control costs, data roaming should be turned off on your BlackBerry device or Smartphone (e.g: iPhone, HTC, etc.).
- To turn off data roaming completely, select Settings > General > Network > Data Roaming.



General

- If you have the Twin Call service activated, please ensure that your second cellphone remains switched off.
- Bundles (Voice, SMS and data) cannot be used while roaming. Promotional tariffs do not apply.
- For Contract customers, 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 calls, SMSs and data used while roaming.

What are my roaming options?

Get simple, flexible options so that you can stay in control of your roaming costs.

There are three roaming options:

Vodafone World	Vodafone Passport	SMS Roamer
Get flat rates that are organised into three geographical zones.	Take your SA call rate with you.	Send SMSs while abroad, it's the most cost effective way to stay in touch.



Vodafone World

1 World, 3 Zones, 1 Global Family. Vodafone World takes the guesswork out of using your cellphone when travelling abroad. It gives you simple flat rates that are organised into three geographical zones – so you don't need to worry about which network you're on.

For Contract, Top Up and Prepaid customers

What can I do?

Make and receive voice calls, send and receive SMSs and use data.**

Benefits

- Manage costs with predictable and transparent rates.
- 10% discount on all calls made when roaming on selected Vodacom or Vodafone partner networks.Δ
- Data usage charged at fixed SA Rand rate per megabyte used.
- Massive savings on data usage with the Super-Saver Data roaming rate of R17.50 per megabyte of data used.**ΔΔ

How do I get it?

Contract customers

Contact your Service Provider. Your Service Provider may require a security deposit prior to activating the International Roaming service.

Top Up customers

Vodafone World is already activated on your account as a default and no deposit is required.

Prepaid customers

- SMS TRAVELON to 123 (SMS is FREE within South Africa) OR
- Call Vodacom Customer Care on 082 111, FREE from your Vodacom cellphone within South Africa.

Vodafone World is the default roaming option for all Vodacom customers once International Roaming has been activated.

How much does it cost?

Zone	Neighbouring countries		Sub-Saharan Africa		Rest of the world	
Charge type	Standard	10% discount (calls made only)Δ	Standard	10% discount (calls made only)Δ	Standard	10% discount (calls made only)Δ
Local calls*	R6.00	R5.40	R8.00	R7.20	R8.00	R7.20
Calls to SA or International*	R6.00	R5.40	R10.00	R9.00	R23.50	R21.15
Receiving calls*	R6.00		R6.00		R6.00	
Sending an SMS	R2.75		R2.75		R2.75	
Receiving an SMS	FREE		FREE		FREE	
Standard Data rates (per MB)**	R51.20		R102.40		R128.00	
Super-Saver Data rates (per MB)**ΔΔ	R17.50		R17.50		R17.50	

* Voice calls charged per-minute.

** Data rates charged in 10KB increments. Data roaming is currently only available to Vodacom Contract customers and is not available to Top Up and Prepaid customers.

Δ Discounts on calls made when roaming on selected Vodacom or Vodafone partner networks only.

ΔΔ Super-Saver Data rates are only applicable when roaming on selected Vodacom or Vodafone partner networks.

Visit vodacom.co.za for a list of countries in each zone and our partner networks.

Accessing your voicemail or calling Vodacom Customer Care is not free and will be charged as a call back to South Africa each time.



Vodafone Passport

Take your SA call rate with you, wherever you go.

For Contract Customers

What can I do?
Make and receive voice calls, send and receive SMSs and use data.**

- Benefits**
- Talk longer for less – best suited for customers who intend making and receiving longer calls, and want to easily predict what each call will cost.
 - Qualify for massive savings on data usage with the Super-Saver Data roaming rate of R17.50 per megabyte of data used. ΔΔ

How do I get it?

Once the International Roaming service has been activated on your line, simply SMS PASSPORT ON to 123 (FREE SMS within South Africa).

Once the International Roaming service has been activated on your line, and if you have already left SA and wish to activate Vodafone Passport, simply SMS PASSPORT ON to +2782123 (R2.75 per SMS).

How much does it cost?

Local calls*	Once-off connection fee of R17.50 per call + the relevant SA peak, off-net, mobile terminating call rate of your Price Plan.	
Calls to SA*	Once-off connection fee of R17.50 per call + the relevant SA peak, off-net, mobile terminating call rate of your Price Plan.	
International calls*	Once-off connection fee of R17.50 per call + the relevant international, peak call rate of your Price Plan.	
Receiving calls	Once-off connection fee of R17.50 per call, no matter how long the call is.	
Sending an SMS	R2.75 per SMS.	
Receiving an SMS	FREE.	
Data**	Standard Data rates (per MB)**	As per the applicable Vodafone World Zone Rate.
	Super-Saver Data rates (per MB)**ΔΔ	R17.50 per megabyte of data used.

* Voice calls charged on a per-second or per-minute basis depending on your home Price Plan. Vodafone Passport rates are only applicable when roaming on selected Vodacom and Vodafone partner networks.
 ** Data rates charged in 10KB increments. Data roaming is currently only available to Vodacom Contract customers and is not available to Top Up and Prepaid customers.
 ΔΔ Super-Saver Data rates are only applicable when roaming on selected Vodacom or Vodafone partner networks.

Visit vodacom.co.za for a list of our Vodafone partner networks, and a list of countries where Vodafone Passport is available.

When you access your voicemail, call Vodacom Customer Care or receive a call while travelling internationally, you will be charged a once-off connection fee of R17.50 regardless of the length of your call.



SMS Roamer

The most cost effective way to stay in touch!

For Contract, Top Up and Prepaid customers

What can I do?

Send and receive SMSs. All voice and data functionality is disabled while travelling internationally.

Benefits

- Low-cost way to stay in touch.
- Single, predictable rate of R2.75 per SMS sent, regardless of your destination.
- Receiving an SMS is FREE.
- Available in more than 193 countries and 451 networks.

How do I get it?

NOTE: There's no need to activate International Roaming on your account first, before using this service.

Before leaving South Africa, simply SMS ROAMON to 123 (SMS is FREE within South Africa).

If you've already left South Africa and wish to activate SMS Roamer, simply SMS ROAMON to +2782123 (R2.75 per SMS).

How much does it cost?

Activate SMS Roamer, FREE of charge, before leaving South Africa.

Sending an SMS	R2.75 per SMS
Receiving an SMS	FREE

Data Roaming

Connect at a fixed SA Rand rate per megabyte, and benefit from Vodacom's Super-Saver Data roaming rate!

Data roaming is currently available to Contract customers only

Data roaming is not currently available to Top Up and Prepaid customers.

What can I do?

Access the Internet, email and your company network using your cellphone or laptop.

Benefits

- Control your connectivity costs.
- Get one predictable data rate per World Zone. You will be charged at a fixed South African Rand rate per megabyte of data used.
- Get massive savings with preferential Super-Saver Data roaming rates when roaming on selected Vodacom or Vodafone partner networks.ΔΔ

How do I get it?

Data roaming is automatically available to Contract customers who have either the Vodafone World or Vodafone Passport roaming options activated.

How much does it cost?

Zone	Neighbouring Countries	Sub-Saharan Africa	Rest of the world
Standard Data rates (per MB)**	R51.20	R102.40	R128.00
Super-Saver Data rates (per MB)**ΔΔ	R17.50	R17.50	R17.50

All prices incl. VAT. Charged at the applicable Vodafone World Zone rate.

** Data charged in 10KB increments.

ΔΔ Super-Saver Data rates are only applicable when roaming on selected Vodacom or Vodafone partner networks.

Visit vodacom.co.za for a list of countries and networks where data roaming is available.

What can I do with 25MB of data?*

Browse 25 web pages

Read and reply to 25 emails

Upload 5 photos to Facebook

Watch 1 x 60 second video on YouTube

25MB of data used at Super-Saver Data rates will cost you R437.50

What can I do with 50MB of data?*

Browse 50 web pages

Read and reply to 50 emails

Upload 10 photos to Facebook

Watch 2 x 60 second video on YouTube

50MB of data used at Super-Saver Data rates will cost you R875.00

*These are approximate values.



Travel Tips

Tips for a fun-filled, stress-free journey.

Before you leave

1. Apply for the International Roaming service to be activated at least 7 days before you leave.
2. Clear international call barring on your cellphone by:
 - Dialling #331*1111#, followed by the dial button, or
 - Contacting Vodacom Customer Care on 082 111, FREE from your Vodacom cellphone in South Africa.
3. Confirm that Vodacom has a roaming agreement with the country. Visit vodacom.co.za for a list of countries and networks.
4. Confirm your cellphone's compatibility. Some countries don't allow devices with 3-DES encryption, such as a BlackBerry. Contact the relevant embassy for more information.
5. Ensure you have the correct plug adaptor to charge your cellphone/device.
6. Confirm your mailbox password by contacting Vodacom Customer Service, 082 111/082 1940.
Note: you won't be able to retrieve messages if your voicemail password has not been changed from the default 1111.
7. Take your cellphone/device user manual and your PIN and PUK numbers with you.

When you arrive

Once you have switched on your cellphone and coverage is detected, your cellphone should automatically log onto the foreign network. If the automatic network selection on your cellphone is off, you'll be required to select one of the foreign networks displayed manually. Consult your cellphone user manual for assistance. We recommend roaming on a Vodacom or Vodafone Partner Network for the lowest rates.

Making calls

1. Enter the country area code, followed by the last 9 digits of the cellphone number.
 2. Press the dial button.
- Example: +44 2075555555 or +27 821234567 or +27115554561.

Sending SMSs

Enter the country area code, followed by the last 9 digits of the cellphone number.
Example: +44 2075555555 or +27 821234567.

Retrieving voicemail

1. Dial +278214, followed by the last 9 digits of your cellphone number.
2. Dial 1 as soon as you hear your voicemail message.
3. Enter your mailbox password.

Example: If your cellphone number is 0827654321 you would:

1. Dial +2782 14 827654321.
2. Dial 1.
3. Enter your mailbox password.

Note:

- Retrieving voicemail messages while roaming will be charged as a call back to South Africa each time.
- Please reset your mailbox password prior to leaving SA in order to retrieve messages.



Receiving calls

Callers from SA will simply dial your standard number e.g. 0827654321.

Callers outside SA will dial the international prefix +27 and the rest of your cellphone number.

Example: +27827652321.

Note: While roaming, you'll pay to receive calls, at applicable roaming rates, even if the call originates from inside the country you are visiting. If the caller is in the same country, they'll also be charged at their relevant international call rate. If the caller is from South Africa, they'll only pay the local leg of the call.

Remember: If you forget to activate your unconditional diverts before leaving SA, simply dial **21*+278214 and the last 9 digits of your cellphone number, followed by #. You'll then not be able to receive calls to save costs, but will still be able to make calls.

Recharging your airtime while travelling internationally

Don't get caught without airtime! Recharge your account with sufficient airtime before departing, or take a few recharge vouchers with you.

Recharging with an airtime recharge voucher while travelling

Dial *100*01*12-digit recharge voucher PIN number#, from your Vodacom cellphone (USSD transactions charged at R0.20 per 20 seconds). Example: *100*01*098765098765#

Note: If you're running out of airtime and airtime recharge vouchers, have a friend or family member in South Africa purchase one and SMS you the voucher PIN number.

Alternatively have a friend or family member in South Africa do an airtime transfer to you. For more information and roaming tips, visit vodacom.co.za, or contact your Service Provider.

When you return

- If you've activated unconditional diverts before leaving, remember to cancel this setting when you return by dialling ##21# and then pressing the dial button. This will allow you to receive calls again in South Africa.
- If you've activated SMS Roamer, remember to SMS ROAMOFF to 123, FREE in South Africa. This will allow you to access voice and data functionality again.



Contact us

Service Providers

Vodacom Service Provider Company

- Individual customers – 082 111, FREE from your Vodacom cellphone
- Corporate customers – 082 1940, FREE from your Vodacom cellphone

Autopage Cellular

0860 23 24 24/(011) 650 5111

Nashua Mobile

0861 412 412

Contacting Vodacom Customer Service while roaming

Individual customers

Send an SMS to +2782111 (R2.75 per SMS sent) and an agent will contact you, or

Call Vodacom Customer Service by dialling +2782111, or

Email them on customer care@vodacom.co.za

Corporate customers

Call the Vodacom Corporate Help Desk by dialling +27821940, or

Email them on 0821940@vodacom.co.za

In case of emergency

Simply dial 112 from your cellphone and you'll be connected to the public emergency service within the country.





vodacom

DISCLAIMER

All prices are inclusive of VAT. Visit vodacom.co.za for detailed Terms and Conditions. The information contained in this brochure is for promotional purposes only and does not constitute an offer. While Vodacom makes every effort to ensure the enclosed information is correct at time of print, Vodacom cannot be held liable for any cost, loss and/or damage that may arise as a result of misprints, incorrect information and/or changes.
vodacom.co.za

power to you