

INTERNATIONAL ROAMING MTN

Please complete the details and return to 011 650 1936

Please include the following document(s) when returning this completed form:

- Copy of ID / Company Letterhead
- Proof of payment of deposit (If Applicable)

Autopage Cellular Banking Details:
Account name: AUTOPAGE CELLULAR
Account number: 1598019902
Branch: NEDBANK MORNING GLEN
Branch code: 159805

Customer Name:	<input style="width: 100%;" type="text"/>	
Company Name:	<input style="width: 100%;" type="text"/>	
Contact Number:	(H)	(W)
Fax Number:	<input style="width: 100%;" type="text"/>	
Cellular Number:	<input style="width: 100%;" type="text"/>	
Sim card Number:	<input style="width: 100%;" type="text"/>	
Make of Phone:	<input style="width: 100%;" type="text"/>	
Model of Phone:	<input style="width: 100%;" type="text"/>	
Countries visiting:	<input style="width: 100%;" type="text"/>	
Date of Departure:	<input style="width: 100%;" type="text"/>	

Declaration:

- I, the subscriber and/or authorized signatory of the subscriber agreement agree:*
1. *to the addition of the cellular service namely international roaming as stated above;*
 2. *that Autopage will not be held liable for any incorrect information supplied by myself;*
 3. *to the costs involved in the making and receiving of international calls and accept that roaming does not guarantee reception in the countries where roaming is requested;*
 4. *that the subscriber will be liable to pay all outstanding airtime accounts timeously;*
 5. *that in the event that the request and/or activation of the international roaming does not go through the Network Operator's switch, for any reason whatsoever, Autopage shall not be held responsible for such failure and/or damages and losses, direct or indirect, suffered by the subscriber and/or authorized signatory;*
 6. *that the International Network Operators may take up to 12 (twelve) months to send to Autopage the call records of calls made, and the charges for such calls will in such event only reflect on the subscribers' airtime account once received by Autopage from the International Network Operator;*
 7. *that the calls, SMS messages and calls to retrieve voicemail are charged at the International Network rate and in the currency of such country. These charges are then converted to SA rands on the subscribers account;*
 8. *that it is the subscriber's sole responsibility to request Autopage, in writing, to de-activate the service of international roaming and the subscriber agrees to pay all charges incurred on the sim card number mentioned above failing such written notification.*

<#Field000----->

Signature

Date

THIS REQUEST WILL ONLY BE PROCESSED ON RECIEPT OF A FULLY COMPLETED APPLICATION FORM

For Office use only	
Date request was sent:	<input style="width: 90%;" type="text"/>



INTERNATIONAL ROAMING FAQ WEB PAGE

WHAT DO I NEED IN ORDER TO ROAM ON AN INTERNATIONAL NETWORK?

In order to roam in another country, you must:

- Own/rent a handset that allows for international roaming;
- Ensure that the country you are visiting has an agreement with the MTN network so that you will be able to roam there;
- Make sure that international roaming and dialing has been activated on your MTN account, which is done by Autopage Cellular.

What handset do I need in order to make/receive calls abroad?

Different countries in the world use different technology and cellular frequencies. Certain handsets may/may not be compatible in certain countries due to such differences. For example, Tri-band handsets are required in order to roam in the USA.

As an Autopage Cellular subscriber you have 3 options available to you in order to roam on an international network:

- You may use your current handset;
- You can hire/buy a new handset, but you may use your current MTN SIM card with it;
- You can hire/buy a new handset and a new SIM card.

To confirm if your handset is compatible with the country that you are visiting, please consult your handset's manual, visit the Autopage Cellular website (www.autopage.co.za), visit your phone manufacturer's website (e.g. www.nokia.com) or call the Autopage Cellular call centre on 0860 23 24 24.

Also bear in mind that you need to ensure that your charger is compatible with the electrical sockets in the country you are visiting – try and obtain the correct type of adapter, and don't forget to pack your handset manual.

How do I go about activating international roaming and dialing?

- You need to contact the Autopage Cellular call centre on 0860 23 24 24.
- Upon requesting for international roaming and dialing to be activated on your account, a call centre agent will fax/e-mail you a MTN International Roaming application form, which must be completed and sent back to Autopage Cellular with a copy of your ID/company letterhead.
- In some instances, a deposit may also be required.

How much will a deposit cost?

- Business Packages and upward active for 7 months or more – no deposit required
- Packages lower than Business but older than 7 months – R500.00 deposit required
- Business Packages and upward active for less than 7 months – R1000.00 deposit required
- Packages lower than Business but active less than 7 months – R2500 deposit required

The activation of international roaming and dialing is a procedure which can be subject to certain legal processes and should be commenced, AT LEAST 1-2 weeks BEFORE leaving South-Africa. Especially in the case where a deposit is required, a sufficient amount of time is needed to allow the processes to be completed.

Once this procedure is complete, the handset has to be unbarred before leaving South-Africa, and that can be done by punching the following handset unbarring code/string into the handset:

- Type in: #331*0000# and press Send/Dial/Yes

How can I set up my voicemail so I can use it abroad?

- Before you leave South-Africa, you will need to set up a voicemail password that will allow you to retrieve your voicemail while abroad.
- To set it up, you need to dial 120 from your cell phone and follow the voice prompts.
- ENSURE that you know what your voicemail box password, PIN and PUK numbers are, it is very important.
- The default voicemail password is usually 1234.

Unheard voicemail messages will remain in your voicemail box for 7 days before self deleting and played or saved messages will self delete after 2 days. It's advisable to check your voicemail at least once a week if you are going to be overseas for more than 7 days.

How can I reduce my international bill?

You can reduce your international bill by setting up an unconditional divert on your line, while you are abroad. This means that ALL incoming calls will automatically be diverted to your voicemail.

To set up the unconditional divert, do the following, BEFORE you leave South-Africa:

- Type in: **21*+278314 followed by the last 9 digits of your cell phone number followed by # and press Send/Dial/Yes
- If the unconditional divert is set up on your line, you are only charged for the one call you make to check your voicemail messages.
- If your unconditional divert is NOT activated, you run the risk of being charged for more than just one international call.
- Should someone attempt to get hold of you while you are unable to take that call (busy on another call, no answer, etc.), you will be billed for 3 international calls.
- It's suggested that you use your voicemail greeting to inform any callers that you are abroad and out of the country.

Voicemail:

How can I retrieve my voicemail while abroad?

- By dialing: +27831000000 OR +2783100 and then Send/Dial/Yes
- When prompted, enter the last 9 digits of your cell phone number followed by #
- When prompted, enter your password (set up in South-Africa) followed by #
- Or simply dial *111#, The Voicemail Box will call the back within a minute or so and play the messages.

In example: If your number is 083 123 4567, then enter: +2783100831234567# then press Send/Dial/Yes, enter your password

How much will I be charged for checking my voicemail?

You will be charged for an international call to SA to retrieve your messages and at Telkom international rates.

MTN Roaming voicemail retrieval cost saving tip:

An MTN subscriber is roaming overseas. He receives an SMS informing that he has voicemail messages. What is the cheapest way for an MTN subscriber to retrieve voicemail (from their voicemail box in SA) whilst roaming?

Up to three times cheaper, the *111# voicemail callback service is the way to go.

How does it work?

Upon the MTN roaming subscriber receiving an SMS advising them that they have voicemail messages, they simply enter *111# and dial.

In less than a minute the International voicemail retrieval service will call the subscriber back.

It can be up to three times more expensive to make a roaming call directly into your voicemail, so the *111# service is an effective method for MTN subscribers to reduce their roaming bill.

If you still wish to have your normal voicemail facility available to you, then you can set up the following diverts:

UNCONDITIONAL:

**21*+278314 followed by the last 9 digits of your cell phone number followed by # and then Send/Dial/Yes

NO REPLY:

**61*+278314 followed by the last 9 digits of your cell phone number followed by # and then Send/Dial/Yes

NO ANSWER/PHONE SWITCHED OFF:

**62*+278314 followed by the last 9 digits of your cell phone number followed by # and then Send/Dial/Yes

BUSY ON ANOTHER CALL:

**67*+278314 followed by the last 9 digits of your cell phone number followed by # and then Send/Dial/Yes

CANCEL ALL DIVERTS:

##002# Send/Dial/Yes OR ##21# Send/Dial/Yes

Also remember that per second billing, inclusive free minutes and bundle sms do NOT apply when roaming abroad.

- You are also charged Telkom international rates for any incoming calls.
- Any outgoing calls you make are also subject to local rates charged by the network you are roaming on, as well as the exchange rate applicable.

International SMS is still the most cost-effective means of communication worldwide, besides e-mail access. We highly recommend making use of sms for international communication, though certain foreign networks do charge to receive sms's.

Making calls abroad:

Local number (landline) in the country you are visiting:	<ul style="list-style-type: none"> • Dial area code followed by the number
International call (landline) out of the country you are visiting:	<ul style="list-style-type: none"> • Dial international prefix (+) • Dial incoming dialing code of the country you wish to call • Dial area code (without the first digit) followed by the number • E.g. if the area code is 011, then dial +2711555555
Local cell phone in the country you are visiting:	<ul style="list-style-type: none"> • Simply dial the cell phone number
International call (landline) out of country you are in back to South African landline:	<ul style="list-style-type: none"> • Dial outgoing country code/prefix (+) • Dial incoming dialing code for SA (27) • Dial area code without zeros (11) followed by number (6542525) • E.g. +27116542525
South African cell phone number in South-Africa:	<ul style="list-style-type: none"> • Dial international dialing code for calls into SA (+27) • Dial cell phone number without 0 in front (e.g. +27831234567)

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South African cell phone number in country you are visiting:	<ul style="list-style-type: none"> • Same procedure as if you were calling a South African cell phone in South-Africa • E.g. +27831234567
Send an sms to a cell phone in South-Africa:	<ul style="list-style-type: none"> • Type in international prefix (+) • Type in SA country code (27) • Type in cell phone number without preceding zeros • E.g. +27831234567

Receiving calls:

From South-Africa:	<ul style="list-style-type: none"> • If your calls are not being diverted, callers simply phone you as if you were in South-Africa • E.g. 0831234567
From a foreign country:	<ul style="list-style-type: none"> • Dial international dialing prefix (+) • SA country code (27) • Cell phone number without preceding zeros • E.g. +27831234567

Other queries:

If you have any other questions which are not covered by this document, please do not hesitate to contact the Autopage Cellular customer services call centre on 0860 23 24 24.