



INTERNATIONAL ROAMING VODACOM

Please complete this form and return to 011 650 1936

Please include the following forms when returning this completed form:
 - Copy of ID / Company Letterhead
 - Proof of payment of deposit (If applicable)

I understand & acknowledge that all settings MUST be activated on my handset in South-Africa before departing, or the service is likely not to function.

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

Customer Name:		
Company Name:		
Contact Number:	(H)	(W)
Fax Number:		
Cellular Number:		
Sim card Number:		
Make of Phone:		
Model of Phone:		
Countries visiting:		
Date of Departure:		

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.*
 9. *All deposits will only be refunded upon written request received by Autopage Cellular from the subscriber.*

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

For office use only	Date request was sent:
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Please do not fax pages 2, 3, 4 & 5 back but take it on your journey for future reference



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 Cellular phone that allows for international roaming;
- Ensure that the country you are visiting has an agreement with the Vodacom network so that you will be able to roam there;
- Make sure that international roaming and dialing has been activated on your Vodacom account before you leave South Africa. (This is done by Autopage Cellular upon receipt of your documentation).

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 Cellular phone;
- You can hire/buy a new handset, but you may use your current Vodacom SIM card with it;
- You can hire/buy a new handset and a new SIM card (Overseas).

To confirm if your handset is compatible with the country that you are visiting, please consult your Cellular phone's user 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 Cellular phone's user 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 to request an international roaming and dialing form.
- A call centre agent will fax/e-mail you a Vodacom 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.

What is the deposit?

- 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

NB.: The activation of international roaming and dialing is a procedure which can be subject to certain legal processes and should be commenced, AT LEAST 10 DAYS 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 the deposit and documentation has been received by Autopage Cellular, Cellular phone 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*1111# and press Send/Dial/Yes

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In order for the deposit to either be redeemed or allocated towards payment of the account in question, written notice is required by the subscriber to Autopage Cellular notifying us accordingly.

Altech Autopage Cellular accepts no responsibility for deposits that remain unclaimed.

N.B. Should a deposit be redeemed and further roaming is requested in future the subscriber may be requested to pay another deposit.

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 you're abroad.
- To set it up, you need to dial 121 from your cell phone and follow the voice prompts.
- The default voicemail password is usually 1111 and it HAS to be changed before leaving South-Africa.

NB.: ENSURE that you know what your voicemail box password, PIN and PUK numbers are.

Unheard voicemail messages will remain in your voicemail box for 7 days before they are automatically deleted and played or saved messages will automatically 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*+27082131 followed by the last 7 digits of your cell phone number followed by # and then press Send/Dial/Yes
- I.E.
- If your number is 082 123 4567, you will type in: **21*+270821311234567#
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 maybe charged for more than just one international call to retrieve voicemail.
 - Should someone attempt to reach you while you are unable to take that call (busy on another call, no answer, etc.), you will be billed for 3 international calls.
 1. Second leg of the call made to you.
 2. Voicemail message left
 3. Retrieving of your Voicemail.
 - It's suggested that you use your voicemail greeting to inform any callers that you are out of the country.

Voicemail:

How can I retrieve my voicemail while abroad?

- By dialing: +2782121 followed by the first 4 digits of your cellphone number, (after the 082) and then Send/Dial/Yes
- When prompted, enter the last 7 digits (the rest of the cellphone number, after 082) of your cell phone number followed by the password followed by #



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In example: If your number is 082 123 4567, then enter: +27821211234# then press
Send/Dial/Yes, when prompted, enter 1234567 followed by the password followed by
#

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OR

- +2782131 followed by the last 7 digits of your cellphone number
- Interrupt the voice prompts by pressing 1
- You will then be prompted to enter your voicemail password

Remember: If your cellphone number starts with 072 instead of 082, you must replace 082 121 or 131 with a 7.

How much will I be charged for checking my voicemail?

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

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

UNCONDITIONAL:

**21*082131 followed by the last 7 digits of your cell phone number followed by # and then
Send/Dial/Yes

NO REPLY:

**61*082131 followed by the last 7 digits of your cell phone number followed by # and then
Send/Dial/Yes

NO ANSWER/PHONE SWITCHED OFF:

**62*082131 followed by the last 7 digits of your cell phone number followed by # and then
Send/Dial/Yes

BUSY ON ANOTHER CALL:

**67*082131 followed by the last 7 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 charged Telkom international rates for any incoming calls.
- Any outgoing calls you make are also subject to currency of the country at that rate of exchange!

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.

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USEFUL INFORMATION:

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 +27115555555
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. +27821234567)
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. +27821234567
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. +27821234567

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. 0821234567
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. +27821234567

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.

NB.: Autopage Cellular may not be held liable for any cellular phones not set up prior to departure, nor for the lost voicemail, excessive charges due to voicemail retrieval in coming/out going calls whilst roaming.

It is the subscriber's obligation to begin this process at least 10 days prior to departure to avoid possible delays at Networks.