

Telkom

International Roaming Guide

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International roaming means you can use your mobile phone outside of South Africa. And now you can enjoy the benefits of using our Preferred Partners while traveling for simplicity and reliable service.

To apply for International Roaming, please follow these steps:

1. Apply by visiting: <https://secure.telkom.co.za/today/help/help-activate-international-roaming/>
2. Complete the application form, accept terms and conditions, and submit.

Or

1. To download the PDF version go to: http://www.telkom.co.za/today/media/downloads/41584_Telkom_Roaming_Form_20150618.pdf
2. Complete and sign the printed form.
3. Email the completed form to: tm-cbo-inter@telkommobile.co.za

If your service is under your company's name, application must be forwarded to your administrator.

Preferred Partners International Roaming instructions

- If you are travelling to a destination where we have Bilateral Agreements, all you need to do when you arrive is switch your phone on and allow it to choose the Telkom Preferred Partners automatically.
- If your handset is "manually" set to a particular network then you will need to set your handset to "automatically select a network."
- The instructions above only apply to the following listed countries.

Preferred Partners

Country	Roaming Partners	Country	Roaming Partners
Albania	Vodafone	Angola	Movicel
Angola	Unitel	Armenia	MTS
Australia	Vodafone	Austria	T-Mobile
Belgium	Base	Belgium	Proximus
Bosnia & Herzegovina	Mtel	Botswana	Orange Botswana
Botswana	Mascom Wireless	Botswana	BeMobile
Brazil	TIM	Brazil	Vivo
Burundi	Smart	Burundi	Viettel (Lumitel)
Cameroon	MTN	Canada	Wind
Canada	Videotron	Canada	Bell Mobility
Canada	Telus	Cape Verde	CV Movicel

Country	Roaming Partners	Country	Roaming Partners
Cape Verde	Unitel	Congo, The Democratic	Vodacom
Cyprus	MTN	DRC	Africell
DRC	Tigo	Egypt	MobiNil
France	Free Mobile	France	SFR
Germany	T-Mobile	Germany	Vodafone
Ghana	Vodafone	Ghana	MTN
Greece	Vodafone	Greece	Cosmote
Guernsey	Sure	Guinea-Bissau	MTN
Hong Kong	PCCW/CSL	India	Aircel
India	Airtel Bharti	India	Reliance Madha
Ireland	Vodafone	Israel	Hot Mobile
Israel	Pelephone	Israel	CellCom
Italy	Vodafone	Japan	SoftBank
Jersey	JT	Kenya	Airtel
Kenya	Orange	Kenya	Safaricom
Lesotho	Econet Telecom	Liberia	MTN
Luxembourg	Tango	Madagascar	Telma
Malawi	Airtel	Maldives	Ooredoo
Mali	Orange	Malta	Go
Malta	Vodafone	Mauritius	MTML
Mauritius	Orange	Mexico	LusaCell
Moldova	Moldtelecom	Morocco	IAM
Mozambique	Mcel	Mozambique	Movitel
Mozambique	Vodacom	Namibia	Leo
Namibia	MTC	Netherlands	KPN

Country	Roaming Partners	Country	Roaming Partners
Netherlands	Vodafone	New Zealand	Two Degrees
New Zealand	Vodafone	Nigeria	Glo Mobile
Nigeria	MTN Nigeria	Nigeria	Airtel
Portugal	Vodafone	Portugal	Optimus
Romania	Vodafone	Russia	MTS
Rwanda	Airtel	Senegal	Orange
Seychelles	CWS	Sierra Leone	Africel
Singapore	M1	South Sudan	MTN
Spain	Vodafone	Sri Lanka	Etisalat
Sri Lanka	Mobitel	Swaziland	MTN
Switzerland	Sunrise	Tanzania	Smart
Tanzania	Tigo	Thailand	DTAC
Thailand	True Move	Tunisia	Orange
Turkey	Turkcell	Turkey	Vodafone
Uganda	Airtel	Uganda	MTN
Uganda	Smart	UK	H3G
UK	Vodafone GBR	UAE	DU
UAE	Etisalat	USA	CellularOne
USA	CommNet	USA	Telna
USA	T-Mobile	Uzbekistan	MTS
Vietnam	Viettel	Zambia	Airtel
Zambia	Zamtel Mobile	Zanzibar	Zantel
Zimbabwe	Econet Wireless Zim	Zimbabwe	Telecel
Zimbabwe	Netone		

Countries not listed - Other Partners

- If the country you are travelling to is not on the Preferred Partners list, please follow the manual steps listed in the next section in order to select a roaming partner.
- Please do not use the SIM Toolkit menu on your phone to register on any of our Preferred Partner networks.
- If your handset is “manually” set to a particular network then you will need to reset your handset to “automatically select a network.”
- If you arrive from an “other partners” roaming country to one where we have Preferred Partners then you will need to set your phone back to Telkom SA using the SIM Toolkit steps in the guides to follow.
 - » To do this for iPhone please follow the iPhone guide from Step 10.
 - » To do this for Microsoft Windows devices please follow the guide from Step 10.
 - » To do this for Android devices please follow the guide from Step 11.



Other Partners International Roaming: steps for devices



Apple Devices

1. Select Settings
2. Select Phone
3. Select SIM Applications
4. Select International Roaming
5. Select Via Partners
6. Select Carrier from Settings menu
7. Select Manual Search
8. Choose your Preferred Partner from the list in Step 7
9. Under Settings select Cellular and Cellular Data Networks. Change APN name to 8ta.internet
10. Once back in South Africa, repeat Steps 1-4 and select Telkom SA. Change APN settings in Step 9 back from 8ta.internet to internet



Android

1. Select Menu, Applications/Apps (dependent on the handset make and model)
2. Select and open 8ta menu/SIM Toolkit/Telkom SA Menu (dependent on the handset make and model)
3. Select and open International Roaming
4. Select and open: via Partners. Your handset will display "Your roaming preference has changed. Please restart your handset"
5. Select OK
6. Select Settings and More Networks
7. Select Mobile Networks
8. Select Network Operators
9. Device will search for available networks. Select preferred network from the list on your device
10. Select Access Point Name, insert new network name and insert 8ta.internet for APN
11. Once back in South Africa, repeat Steps 1-4 and select Telkom SA and then repeat steps 6-10. Select APN setting profile in Step 10 to change APN name from 8ta.internet to internet



Windows

1. Select Settings
2. Select and open Cellular/Cellular + SIM and select SIM Settings (dependent on handset make and model)
3. Select SIM Applications
4. Select and open International Roaming
5. Select open Via Partners. Your handset will display "Your roaming preference has changed. Please restart your handset"
6. Select OK
7. Select Network Settings
8. Select Network Selection and switch from Automatic to Manual Search for network and pick one from the table provided on your device.
9. Under Settings select Access Point, add a new network name and insert 8ta.internet for the APN name and click Save or a tick
10. Once back in South Africa, repeat Steps 1-4 and select Telkom SA and then repeat Steps 6-9. Select APN settings profile in Step 8 to change APN name from 8ta.internet to internet