

## International Roaming and International Calling Application Form

### Agent to complete

Agent Name  Account No.  Order No.  Case No.

Completed application forms must be sent to the office at least 7 days prior to departure via

Email: TM-CBO-INTER@telkmobile.co.za OR Fax: 088 012 311 3872

### Supporting documentation

- Proof of account holder's identification (Copy of SA ID or passport)

## 1. Subscriber information

### Individual application

Title  Surname  First Names   
 ID No./Passport No.  SIM Card No.  Mobile No.   
 Alternative Contact No.  Date of Departure

### Company application

Company Registration No.  Company Name   
 SIM Card No.  Mobile No.  Alternative Contact No.   
 Date of Departure

## 2. International services options

### What service is required?

International Calling Yes  No

International Roaming Yes  No

Full Roaming (Voice, SMS, MMS & Data)

OR SMS only Roaming

(Subscriber is allowed to utilise all services while abroad, as permitted on the host network; where Full Roaming is selected, International Calling shall be provisioned by default)

(Subscriber shall only have access to sending and receiving SMSs while abroad, no incoming or outgoing voice calls, data or MMSs permitted)

Do you require a spend limit increase, to allow for additional costs? Yes  No   
 (Refer to points 7 and 8 in agreement section)

If yes, increase spend limit to R1 000  R5 000  R10 000

**Note:** Where Full Roaming is selected, International Calling shall be provisioned by default.

## 3. Agreement

### The Subscriber, being the undersigned, declare, agree and confirm that:

- The Subscriber may be required to pay a usage deposit for the activation of International Roaming and International Calling. Should International Roaming / Calling not be used by the Subscriber the aforesaid deposit will be refunded on written request from the Subscriber.
- The Subscriber understands that International Roaming is available in countries as specified at [www.telkmobile.co.za](http://www.telkmobile.co.za). The use of data and associated services is dependent on the deployment of data services with roaming network partners. For more information on partners supporting data services, refer to [www.telkmobile.co.za/coverage/internationalroaming/](http://www.telkmobile.co.za/coverage/internationalroaming/).
- The Subscriber understands and accepts that International Calling while roaming shall be billed on a per-minute basis, irrespective of the local package plan selected by the Subscriber.
- The Subscriber understands and accepts that International Calling rates shall be based upon the relevant exchange rates applicable at the time of the call, which may fluctuate from time to time.
- Once provided, International Roaming / Calling shall be kept active on the Subscriber's profile until a request is received from the Subscriber to deactivate the service.
- The responsibility remains with the Subscriber to familiarise him / herself with the rates applicable to each of his / her travel destinations outside of the national coverage offered by Telkom.
- Delays in billing:** The Subscriber understands and accepts that since there might be a delay, of up to 12 months, in receiving billing records (Voice calls, SMS, MMS and Data) from other International Network Operators, Telkom cannot be held responsible for the voluntary spend limit being exceeded. Such a delay could furthermore result in the roaming usage to only reflect in subsequent billing months.
- Credit limit and voluntary spend limit:** Telkom enforced credit limits and / or subscriber selected spend limits apply only on selected networks when abroad. Details are available at [www.telkmobile.co.za](http://www.telkmobile.co.za). Although the Subscriber's spend limit will be subject to the Telkom enforced credit limit, the subscriber has the option of increasing his / her voluntary spend limit.
- The Subscriber shall remain responsible for all cost incurred while roaming, which include but are not limited to the making and receiving of voice and video calls, the sending and receiving of SMSs and MMSs and the initiation and use of data services sessions including CDS, GPRS, EDGE, HSDPA, HSUPA and HSPA+.
- Telkom Mobile's Subscriber Terms and Conditions (mobile services and products) apply and are available at [www.telkmobile.co.za/terms/](http://www.telkmobile.co.za/terms/).

Full Name  Signature  Date

## 4. For office use only

Provisioned for: International Calling  International Roaming  Full Roaming (Voice, SMS, MMS & Data)  SMS only Roaming

Deposit Required Yes  No  Deposit value R

Dealer Name  Dealer Code

Agent Name  Signature  Date