



CELL C INTERNATIONAL ROAMING SERVICE TERMS AND CONDITIONS

1. GENERAL

1. It is important that you understand and agree to these terms and conditions in order for you to make use of the Cell C International Roaming Service (the "Service")
2. The Service is available by Default with Voice, SMS and Data to all Prepaid, Top-Up, and Postpaid Cell C customers to use in certain participating countries and network operators.
3. Standard International Roaming rates for Prepaid, Top-Up, and Postpaid Cell C Customers as defined, will be applicable when travelling internationally. See the [table link](#) to view the roaming rates and destinations (countries and network operators) where Prepaid, Top-Up and Postpaid Service is currently available.
4. Customers are advised to visit the Cell C website and familiarize themselves with the relevant roaming rates prior to departure and printing a copy of the rates will help customers select the cheapest networks manually when roaming, thereby ensuring the lowest roaming rates.
5. In the event that customers experience difficulty in activating the Service, they may call +2784135 OR 135 from Cell C SIM and ask for a customer care consultant to assist.
6. Prepaid, Top-Up, and Postpaid Roaming Service is available upon re-activation on Cell C network. The re-activation of Service must be done at least 2 Hours prior to leaving the Cell C network or using the foreign network.
7. If a customer has not activated the Service and has left the country, none of their roaming services will work. In this event, customers who have Wi-Fi calling handset they should connected to Wi-Fi and dial the USSD code *106*2# to activate the Service or they may call +2784135 OR 135 from Cell C SIM to get assistance in activating the Service.
8. Customers will have access to Voice, SMS and Data or Voice & SMS only or SMS only, or Data & SMS only services when the Service is activated selectively.
 - a. To select service option call +2784135 OR 135 from Cell C SIM to get assistance.
 - b. Should a service not be available in a specific foreign country or network that service selected may not be used and will not work. Example, where roaming data services are not available on a network, only roaming voice and SMS services will be available and will work.
9. In countries where the Services are not launched the Service will not work.
10. Cell C will automatically detect when customers are back in South Africa and will apply the local applicable tariff rates when they are back home.
 - a. It is therefore not necessary to de-activate the Service when back home, enabling customers to only use roaming services in countries where prepaid roaming is available whenever they travel internationally.
 - b. It is important to be aware that the Service will not be switched off when you are

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back in the country, and will remain activated.

11. For customers who live, work or travel close to any South African border:

- It is advisable to turn off international roaming on the device or de-activate the service whilst within the borders of South Africa.
- Cell C has also taken precautions in further minimizing the risk of accidental roaming for customers staying or living along the border.
- In the event beyond Cell C's control, it is advisable to turn off or de-activate international roaming where is unintended.

12. Due to the substantially higher cost of international roaming, customers must always ensure that their airtime balance is sufficient, that they carry additional recharge vouchers on their trip or that they can access their internet banking or via Cell C App to recharge their number.

2. ROAMING CHARGES

1. All rates displayed are inclusive of VAT and Cell C cannot be held accountable for errors or omissions on the website.
2. [Click here \(link\)](#) to view the roaming rates and destinations (countries and networks) where the service is available.
3. All roaming usage is charged as out of bundle usage (from your airtime account).
4. The following Cell C services may NOT be used whilst roaming internationally when using the Service; The below services are available only when using Wi-Fi handset and connected to Wi-Fi network;
 - a. SMS, Data or Voice bundles or any other bundle offering.
 - b. Campaign, Free or bonus values.
 - c. Inclusive values, example, monthly airtime allocation for Top-Up customers.
 - d. Emergency Airtime or Data.
5. When roaming internationally, making and receiving voice calls and Data usage are charged at the applicable rates as per the network.
6. All calls are billed on a per minute basis.
7. Calls that are free in South Africa are billed when roaming internationally and using the Service, including calls to customer care (+2784135).
8. All special calls. i.e. calls to premium rated and satellite numbers are charged at the applicable rates as advertised on the relevant service.
9. Should customers divert their calls to another number while using the Service, they will be charged for both the incoming and outgoing calls at the applicable roaming rates and this



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includes calls that are forwarded to voicemail.

10. Retrieving voicemails whilst using the Service is charged as outgoing calls.
11. Receiving SMS's when using the Service is free and you will never be billed for this.
12. Sending an SMS is charged at the applicable rates as per the international network.
13. Premium rated SMS's will be charged at the applicable rates as advertised on the relevant service.
14. Data will be charged in 25KB increments at the rates applicable as per the international network.
15. All data services that are free whilst in South Africa are charged for when using the Service. For example, access to the Cell C website, sending a WhatsApp, sending a BBM, Cell C Mobile App access to your banking application etc. will be charged for while roaming internationally and using the Service.
16. Automatic updates on your device will be charged for as per the applicable data roaming rates. It is advisable to switch off Data roaming when not using it.
17. Sending MMS's whilst using the Service will be billed in two parts:
 - a. At the applicable international roaming SMS rates plus;
 - b. At the applicable international data roaming rates.
18. Due to the fact that downloading MMS's use data services, customers will be charged the applicable international roaming data rates when they receive and download the content in MMS's whilst roaming internationally.

3. DISCLAIMER

1. Cell C may amend, modify or otherwise change these terms and conditions in its sole and absolute discretion on notice to you and the amended version will be displayed in the same media as these terms and conditions. By continuing to make use of the Service you agree and understand that you will be bound by the amended terms and conditions.
2. It is important that you understand that all customers who make use of the Service indemnify Cell C, its directors, affiliates, members, partners, employees, agents, consultants, suppliers, contractors and sponsors against any loss or damages, either direct, indirect, consequential or otherwise, arising from their use of the Service.
3. Cell C has the right to withdraw or shorten the duration of availability of the Service in its sole and absolute discretion and will notify customers if it chooses to do so. Customers will not have a claim against Cell C in this event.