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INTERNATIONAL UNBARRING APPLICATION

Please complete the relevant fields
 The completed application must reach Nashua Mobile at least one week before departing.

1. Subscriber Information

Date: _____

Mobile Number: _____

User / Individuals Name: _____

Company's Name: _____

Phone Number: Home _____

Phone Number: Work _____

Fax Number: _____

E-mail address: _____

Type of mobile phone: Make: _____ Model: _____

2. Roaming Information

List of countries being visited

3. Declaration

- I am aware of the cost implications of using mobile products and services whilst roaming.
- Furthermore I accept that the charges being generated whilst roaming are expensive and entirely in the discretion of the foreign Network.
- I fully understand and by my signature, accept all conditions of the attached information sheet.
- I fully understand that the call limit loaded on my account is not guaranteed whilst I am roaming.
- Nashua Mobile cannot be held liable or guarantee any services from the foreign Network.
- Charge rates are also dependant on the Exchange at the time that the call data is sent to Nashua Mobile and not set at the Exchange at the time of your visit to that country.
- Holding deposit may be requested for customers not older than 6 months.

Authorised Signatory / ies _____ Date: _____

(Hereby warranting that he/she/they is/are duly authorised)

Office use only

| | |
|-----------|-----------|
| Approved: | Declined: |
| Code: | Name: |
| Date: | |

International Roaming Information

Dear Subscriber

We would like to take this opportunity to thank you for using Nashua Mobile's roaming services. To ensure successful roaming, here are a few guidelines to assist you in your travels:

1. How to make a local call in the country you are roaming

The same procedure dialling a fixed landline would apply (remember the area code first when dialling locally).

2. How to make an international call (outside the country you're roaming)

To a landline is + 27 area code minus the leading zero and landline number.

To a SA mobile is + 27 82 / 3 / 4 and the last 7 digits of the mobile number.

3. How to receive calls from any other country besides S.A.

The person calling you will dial the exit code of the country they're calling from or a (+), the country code for SA (27), your mobile number excluding the leading zero i.e. 82, 83 or 84 and the last 7 digits of your mobile number.

4. How to cancel voicemail (diverts) temporarily

Upon your return to South Africa, cancelling of your unconditional voicemail diverts must be done, as follows:
Press ## 002 # and dial.

5. How to reactivate voicemail (diverts)

Vodacom -On your return please enter ** 004 * 082 131 (last 7 digits of your mobile number) # and dial.

MTN -On your return please enter ** 004 * 278314 (last 9 digits of your mobile number) # and dial.

Cell C -On your return please enter ** 004 * 084 13 (last 7 digits of your mobile number) # and dial.

6. How to retrieve messages

NB. This is not a free call and is charged as an international call. Vodacom users must reset their voicemail passwords before departure in order to retrieve voicemails while roaming.

Vodacom Enter + 27 82 131 and the last 7 digits of your mobile number and dial. You will hear a voice message; interrupt the message by pressing 1 from your phone. You will be prompted to enter your voicemail password and press #. Should the password have been forgotten, please call us to reset your default password to 1111 before roaming.

MTN Dial *111# and a message manager will call you back to update you with your messages.

Cell C Enter + 27 84 13 (last 7 digits of mobile number).

You will hear your voice message come up, Interrupt this by pressing #

Note:

Nashua Mobile will not be liable for voicemail retrievals that are unsuccessful whilst roaming. This is dependent on the country that the subscriber is roaming in at that time and the onus is on the subscriber to ensure that all voicemail passwords have been changed before departure.

7. How to control costs while roaming

Please keep in mind whilst roaming, you will be charged for incoming as well as outgoing calls and sms's. You will be charged according to the foreign network's rates, and not according to your price plan, therefore costs may vary. Billing is also done by the foreign network and not by Nashua Mobile.

You can control your mobile phone costs in the following way:

- * Cancel your voicemail temporarily before roaming avoiding calls to be routed to voicemail.
- * Unconditionally forward all incoming calls to your voicemail before roaming. This ensures that should someone from SA calls you, the call will not leave SA. You can make but not receive calls and will be notified that a message has been left.
- * Do a manual network search; see below, to select the Network with the cheapest call charges. Try to avoid hopping between networks.

8. How to set unconditional diverts

Vodacom Press ** 21 * 082 131 (last 7 digits of your mobile number # and dial.)
MTN Press ** 21 * 278314 (last 9 digits of mobile number # and dial.)
Cell C Press ** 21 * 08413 (last 7 digits of your mobile number # and dial.)

If a subscriber does not unconditionally divert calls to his voice mailbox and he/she cannot be reached while roaming overseas, the following costs will apply:

- the caller pays for the local call. (Only if the caller is in SA).
- the subscriber pays for the international routing of the call overseas
- if the network cannot find the subscriber on the overseas network (i.e. his phone is switched off or out of coverage), the call will be re-routed to the subscribers voicemail in SA (second international call charge occurs). The subscriber then has to make a third international call to access his voice mailbox and retrieve the message. (This is known as the Tromboning Effect).

Note: This scenario only applies when a call forward is set to the home country. If calls are forwarded to a hotel desk or office in the country visited, only one international leg is payable.

9. How to do a manual network search

Press menu and scroll through your handset to networks and select networks, scroll to manual and select, scroll to the appropriate network and select. If the network still cannot be accessed, power phone off and back on to repeat the search. Should you be unable to get a signal on arrival in a foreign country, a manual network search can also be done on the handset.

10. SMS and Roaming

While roaming you can send and receive SMS. Take note that not all-foreign networks support this feature. In some countries you can send and not receive and vice versa. The foreign networks do not supply SA networks with the SMS charges since some countries do not use such a feature.

11. SMS Roamer

What is SMS Roamer?

The SMS Roamer product allows Vodacom contract customers to roam on foreign networks with whom Vodacom have roaming agreements, using SMS only.

Top Up subscribers are able to use SMS Roamer while roaming on the following networks: DRC – Vodacom, Mozambique – Vodacom, Tanzania – Vodacom, Namibia – MTC, Kenya – Safaricom)

- The SMS Roamer service allows an active Vodacom contract customer to roam with a SMS only roaming service.
- No monthly subscription or activation fee is required to make use of the SMS Roamer service.
- The Vodacom contract customer can activate or deactivate the SMS Roamer service directly from their cellphone.

What About Existing Roamers?

- All contract customers, who are already provisioned for roaming, are able to provision and de-provision the service, and return to their original profile.
- The roaming customer will be able to deactivate and activate the SMS Roamer service while roaming on a foreign network in order to make use of their other services, i.e. voice, CSD, GPRS, barring and call forwarding.

How To Activate SMS Roamer

Vodacom contract customers wanting to make use of SMS Only Roaming may request provisioning by way of sending the following SMS "ROAMON" to the short code 123 while they are still in South Africa.

- The request type description is not case sensitive
- The customer can only activate the service from their own cellphone.

Once the SMS is received, the appropriate network elements will be updated resulting in the following happening:

- All call forwarding services will be cancelled
- A call forward unconditional divert will be set up to divert all incoming calls to voicemail
- A call barring will be set up to bar all mobile originating telephony, SMS, CSD, fax and GPRS services
- Any SMS barring that has been set up will be removed.
- The customer class of service will be changed to roaming on the switch and will be set to one national PLMN all foreign PLMN. (ONAOFPLM)
- The customer will not be able to activate or deactivate the call barring service and call forwarding while the SMS Roamer service is active.
- An SMS will be sent to the customer advising them of the activate request for the SMS Roamer service. The SMS will state the following:
"Thank you for your request for SMS Roamer activation for 082xxxxxx. Activation will be completed within 24 hours. Vodacom"

How To Deactivate SMS Roamer

- Once the customer has returned to South Africa, they need to send the following SMS "ROAMOFF" to the same number 123, and their original profile will be reinstated.
- An SMS will be sent to the customer advising them of the deactivate request for the SMS Roamer service. The SMS will state the following:
"Thank you for your request for SMS Roamer deactivation for 082xxxxxxx. Deactivation will be complete within 24 hours. Vodacom"

How Much Will SMS Roamer Cost?

- The request SMS sent to 123 to activate or deactivate SMS Roamer is free of charge.
- All SMS's sent while roaming will be charged as per the applicable SMS tariff as determined by the foreign network.

Problems That Could Be Encountered

- Problems could be encountered as some networks block incoming SMS from our network
- The Vodacom SMS Roamer will always be able to send an SMS to and receive replies from South Africa
- The Vodacom SMS Roamer will be able to receive an SMS from customers on the network that has blocked our SMS's, but will be unable to send/reply to an SMS customers on the blocked network.

General

- The customer's voicemail will be accessible from a landline or other mobile handset while the service is active
- All incoming calls will be diverted to voicemail
- SMS Roamer is not available to Top Up customers
- If the customer has the Twincall service, the secondary SIM will automatically be activated/deactivated with the SMS Roamer service.
- The customer will still be able to dial the 112 emergency service number
- The customer is only able to send and receive SMS messages while the service is active regardless of on-net or off-net activity

12. 3G Roaming

- You only pay for sending and receiving data - not for the amount of time it takes you to 'surf' the Net.
- Data is measured in bytes. There are just over a thousand bytes in one Kilobyte (KB) and just over a thousand Kilobytes in one Megabyte (MB). You can work out how much you're spending by totalling the number of bytes you send and receive.
- Please always check whether you can use your current handset in your destination country. If you are unsure, please contact your handset manufacturer for the frequency range of your handset. (850/900/1800/1900 MHz).
- 3G Roaming can only take place in the countries that have a 3G roaming agreement in place.
- Estimate charges can be found on our website: www.nashuamobile.com, click on the required network link: Vodacom, MTN or Cell C.
- When using international roaming on 3G please note that the costs will include additional foreign Network charges

13. USA Roaming

USA network operates on 1900 MHz frequency and S.A. networks operate on 900 MHz frequency. In order to be able to use roaming facilities in the USA, a compatible handset is required. Please refer to the following website <http://www.gsmarena.com> to check compatible handsets.

14. What to do on your return

Please ensure you switch your mobile phone on immediately when you arrive back in South Africa to avoid being charged international call rate. **Once back in South Africa – Please contact Nashua Mobile to deactivate the International Roaming.**

15. Free Minutes and Bundles

Free minutes are not applicable when roaming.

SMS bundles are not applicable when roaming.

Data bundles are not applicable when roaming.

Should you require any further assistance please do not hesitate to contact us on 0861 412 412

Bon Voyage!

Nashua Mobile Customer Services

Just a little More Information !

No fixed rate can be advised due to the various destinations, network used, foreign currency, S.A. Vat, foreign countries VAT (where applicable), currency fluctuation etc.

One must also not forget that whilst you are roaming and receive a call from S.A. the recipient will bare half the cost.

Another point to remember is that if you take your sim card with you and it has been activated for the international roaming facility you will incur costs. Although the sim card is not in the phone incoming calls will go to your voice message system for retrieval later baring a cost per call. Even if you do not retrieve your messages there will still be a cost in receiving the message. Also calling from a foreign network to SA (trying a miss call) do be advised that the foreign network picks this up as a call to the SA network and is chargeable at normal rates.

Unfortunately sometimes calls get downloaded to the service provider later (being the following month or months later), this is not the norm but has happened in the past and upon checking has been correct.

Example:

Roamer goes to USA and makes a call to SOUTH AFRICA.

In USA there are 6 networks (Aerial, Bellsouth Mobility, Nextel, Omnipoint, Pacific Bell, Powertel and Volcestream Wireless).

The call must first go through one of the above networks (remembering each network charges their own rates), (depending where the call is made from and if one or more base station is to be used),

The USA foreign network will then bill MTN or VODACOM for the use of their facilities and then

MTN or VODACOM will download that charge to your service provider who in turn bills the customer.

Please remember the currency fluctuation, which will also determine your costs.

To sum up costs involve:

- Overseas Network
- Base station Cost(s)
- SA incoming
- MTN or VODACOM costs if any
- Exchange rate
- V.A.T.