

# VIRGIN MOBILE

## INTERNATIONAL ROAMING

### ***What is international roaming?***

International roaming is a service that allows you to make and receive calls and send and receive SMSs from your Virgin Mobile when you're out of the country. It means you can pack us up with you whenever you get the travel-bug.

### ***Where can I roam?***

Virgin Mobile is buddies with networks in more than 120 countries around the world – to ensure you never lose touch with your world. See the appendix for a full list of our roaming partners.

### ***How does roaming work?***

Simply apply for roaming rights. Once you land in your country of destination turn on your mobile and it should automatically connect to one of the local networks that has partnered with Virgin Mobile.

### ***How do I apply for international roaming rights?***

To apply for roaming rights please contact our *Sort Me Out Centre* or visit one of our retail outlets. Only Credit customers may apply for international roaming rights. And we may require an upfront payment (just in case you're planning to defect of course).

### ***What are the guidelines for international roaming?***

- When you're roaming you'll be charged for all outgoing calls and the international leg of *incoming* calls.
- All calls and SMS charges will include the foreign network charge plus a roaming charge.
- GPRS/EDGE Data services and MMS will not be available while roaming.
- Bear in mind that it could take a while for call records to reach Virgin Mobile from foreign networks (up to 3 months). This means we may not be able to cap your account when you've reached your Talk Limit or Credit Limit.
- If we do receive the information in time these Limits will kick in whilst you're traveling which may be a huge inconvenience. It's a good idea to check your Talk

or Credit Limit will be high enough or pay into your account to ensure you won't be cut off.

- To save yourself from a nightmare bill you may consider unconditionally forwarding ALL incomings calls to your voicemail. This means your mobile will never ring but you can make outgoing calls. You will receive SMS notification of voicemail messages left with Virgin Mobile in South Africa.
- If you unconditionally forward ALL calls to voicemail you will only be charged to retrieve them (and to save costs even more, wait until you return to South Africa to do this).
- Be warned that if you do not unconditionally forward ALL calls to voicemail you will be charged for two international calls simply for someone to leave you a message in your voicemail box. It's called the trombone effect: The first call will find you unavailable in your country of destination; the second call will return your caller to South Africa to leave a message.
- Before you leave insure your mobile has the right specifications for the country you're going to. Different countries use different GSM bandwidths; dual-band, tri-band or quad-band. The more bands your mobile has – the more countries you may roam in.
- It's also a good idea to check whether you need an adapter for your charger in case the country you're visiting uses different plugs.

### ***What numbers should I take with me when I'm roaming?***

- If you have any hassles contact our *Sort Me Out Centre* by dialling +27 74 1000 123. You will be charged for an international call.
- To retrieve your voicemail dial +27 84 14 and the last 9 digits of your mobile e.g. +27 84 14 74 123 4567. Press # when you hear your own voicemail greeting. Enter your password followed by #. You will be charged for an international call.

## APPENDIX – Roaming partners

| Country     | Network                          | Dial Code |
|-------------|----------------------------------|-----------|
| Afghanistan | AWCC                             | 412 01    |
| Albania     | AMC                              | 276 01    |
| Albania     | Vodafone Albania                 | 276 02    |
| Algeria     | ATM                              | 603 01    |
| Algeria     | Orascom(Djezzy)                  | 603 02    |
| Algeria     | Wataniya Telecom                 | 603 03    |
| Angola      | Unitel                           | 631 02    |
| Anguilla    | Cable & Wireless                 | 365 840   |
| Antigua     | Cable & Wireless                 | 344 920   |
| Argentina   | CTI                              | 722 310   |
| Armenia     | VivaCell                         | 283 05    |
| Australia   | H3G (Unilateral) I/B             | 505 06    |
| Australia   | Optus/SingTel                    | 505 02    |
| Australia   | Telstra                          | 505 01    |
| Australia   | Vodafone                         | 505 03    |
| Austria     | Connect/ONE                      | 232 05    |
| Austria     | Hutchison 3G                     | 232 10    |
| Austria     | Mobilkom                         | 232 01    |
| Austria     | Mobilkom (Unilateral inbound)    | 232 11    |
| Austria     | tele.ring                        | 232 07    |
| Bahrain     | Batelco                          | 426 01    |
| Bahrain     | MTC Vodafone                     | 426 02    |
| Bangladesh  | Aktel                            | 470 02    |
| Bangladesh  | Bangalink                        | 470 03    |
| Bangladesh  | GrameenPhone                     | 470 01    |
| Barbados    | Cable & Wireless                 | 342 600   |
| Belarus     | MTS                              | 257 02    |
| Belguim     | Base                             | 206 20    |
| Belguim     | Proximus (Belgacom)              | 206 01    |
| Belize      | BTL                              | 702 67    |
| Benin       | Spacetel                         | 616 03    |
| Benin       | Telecel                          | 616 02    |
| Bermuda     | Mobility                         | 350 02    |
| Bolivia     | ENTEL                            | 736 02    |
| Botswana    | Mascom                           | 652 01    |
| Botswana    | Vista (Orange)                   | 652 02    |
| Brazil      | Amazonia Celular (unilateral IB) | 724 24    |

| Country      | Network                      | Dial Code |
|--------------|------------------------------|-----------|
| Brazil       | Claro (Telecom Americas)     | 724 05    |
| Brazil       | Oi                           | 724 31    |
| Brazil       | TIM Centro Sul               | 724 04    |
| Brazil       | TIM Rio Norte                | 724 02    |
| Brazil       | TIM Sao Paulo                | 724 03    |
| Bulgaria     | Globul/Cosmo Bulgaria Mobile | 284 05    |
| Bulgaria     | MobilTel                     | 284 01    |
| Burkina Faso | Celtel Burkina Faso          | 613 02    |
| Burkina Faso | Telecel                      | 613 03    |
| Burkina Faso | Telmob (Onatel)              | 613 01    |
| Burundi      | Telecel                      | 642 82    |
| Cambodia     | CamGSM                       | 456 01    |
| Cameroon     | MTN                          | 624 01    |
| Cameroon     | Orange                       | 624 02    |
| Canada       | Microcell (FIDO)             | 302 370   |
| Canada       | Rogers (AT&T)                | 302 72    |
| Cape Verde   | CV Movel                     | 625 01    |
| Caribbean    | CCT Boatphone                | 570 011   |
| Cayman       | Cable & Wireless             | 346 140   |
| Central      | Telecel                      | 623 02    |
| Chile        | ENTEL                        | 730 01    |
| China        | China Unicom                 | 460 01    |
| Colombia     | Colombia Móvil               | 732 111   |
| Congo        | Celtel(Unilateral)           | 629 01    |
| Congo        | Libertis Telecom             | 629 10    |
| Congo (DRC)  | Celtel (DRC)                 | 630 02    |
| Congo (DRC)  | SAIT Telecom                 | 630 89    |
| Congo (DRC)  | Vodacom                      | 630 01    |
| Cuba         | ETECSA Ccom                  | 368 01    |
| Cyprus       | areeba                       | 280 10    |
| Cyprus       | CytaMobile / Vodafone        | 280 01    |
| Czech Rep.   | Eurotel                      | 230 02    |
| Czech Rep.   | T-Mobil/RadioMobil           | 230 01    |
| Czech Rep.   | Vodafone (Cesky Mobil)       | 230 03    |
| Denmark      | Hi3G Access Denmark          | 238 06    |
| Denmark      | Orange/Telia                 | 238 30    |
| Denmark      | TDC                          | 238 01    |
| Domicica     | Cable & Wireless             | 366 110   |

| Country     | Network                     | Dial Code |
|-------------|-----------------------------|-----------|
| Egypt       | Vodafone                    | 602 02    |
| El Salvador | Telecom Personal            | 706 01    |
| Equatorial  | GETESA                      | 627 01    |
| Estonia     | EMT                         | 248 01    |
| Ethiopia    | ETC                         | 636 01    |
| Finland     | Alands Mobiltelefon         | 244 14    |
| Finland     | Finnet (unilateral I/B)     | 244 03    |
| Finland     | Suomen 2G Oy(Finnish 2G Ltd | 244 12    |
| France      | Bouyguese Telecom           | 208 20    |
| Gabon       | Celtel                      | 628 03    |
| Gabon       | Telecel                     | 628 02    |
| Gambia      | Africell                    | 607 02    |
| Germany     | O2 (3G)                     | 262 08    |
| Germany     | O2/Viag                     | 262 07    |
| Germany     | T-Mobile                    | 262 01    |
| Germany     | Vodafone D2                 | 262 02    |
| Ghana       | Mobitel (Millicom)          | 620 03    |
| Ghana       | OneTouch/Ghanatel           | 620 02    |
| Ghana       | Scancom/Areeba              | 620 01    |
| Greece      | Cosmote                     | 202 01    |
| Greece      | Q-Telecom                   | 202 09    |
| Greece      | Stet Hellas                 | 202 10    |
| Greece      | Vodafone                    | 202 05    |
| Grenada     | Cable & Wireless            | 352 110   |
| Guatemala   | Sercom                      | 704 01    |
| Hong Kong   | CSL                         | 454 00    |
| Hong Kong   | Hutchison                   | 454 04    |
| Hong Kong   | Hutchison 3G HK Limited     | 454 03    |
| Hong Kong   | Mandarin                    | 454 16    |
| Hong Kong   | New World PCS               | 454 10    |
| Hong Kong   | Peoples Phone               | 454 12    |
| Hong Kong   | Smartone                    | 454 06    |
| Hong Kong   | SUNDAY 3G (unilateral I/B)  | 454 19    |
| Hungary     | PANNON                      | 216 01    |
| Hungary     | Vodafone                    | 216 70    |
| Iceland     | IMC (Viking Wireless)       | 274 04    |
| Iceland     | Islandssimi Mobile          | 274 03    |
| Iceland     | Og Vodafone                 | 274 02    |

| Country      | Network                        | Dial Code |
|--------------|--------------------------------|-----------|
| India        | Aircel Cellular Ltd (RPG)      | 404 41    |
| India        | Airtel Bharti (And Pradesh)    | 404 49    |
| India        | Airtel Bharti (Chennai)        | 404 40    |
| India        | Airtel Bharti (Gujurat)        | 404 98    |
| India        | Airtel Bharti (Haryana)        | 404 96    |
| India        | Airtel Bharti (Himachal P)     | 404 03    |
| India        | Airtel Bharti (Karnataka)      | 404 45    |
| India        | Airtel Bharti (Kerala)         | 404 95    |
| India        | Airtel Bharti (Kolkata)        | 404 31    |
| India        | Airtel Bharti (Madhya Pradesh) | 404 93    |
| India        | Airtel Bharti (Maharashtra)    | 404 90    |
| India        | Airtel Bharti (Mumbai)         | 404 92    |
| India        | Airtel Bharti (New Delhi)      | 404 10    |
| India        | Airtel Bharti (Punjab)         | 404 02    |
| India        | Airtel Bharti (Tamil Nadu)     | 404 94    |
| India        | Airtel Bharti (UP West)        | 404 97    |
| India        | BPL (Maharashtra)              | 404 27    |
| India        | BPL(Kerala)                    | 404 46    |
| India        | Fascel                         | 404 05    |
| India        | Hexacom (Oasis Cellular)       | 404 70    |
| India        | Hutchison Telecom East         | 404 30    |
| India        | IDEA Cellular (Gujurat)        | 404 24    |
| India        | IDEA Cellular (Madhya          | 404 78    |
| India        | IDEA Cellular (Maharash.)      | 404 22    |
| India        | Orange (Hutchison Essar        | 404 20    |
| India        | Reliance                       | 404 67    |
| India        | Spice (Karnataka)              | 404 44    |
| India        | Spice (Punjab)                 | 404 14    |
| India        | Escotel                        | 404 12    |
| India        | Escotel                        | 404 19    |
| India (New   | IDEA Cellular (N. Delhi)       | 404 04    |
| India        | BPL-TamilNadu                  | 404 43    |
| India(Delhi) | MTNL Dolphin Delhi             | 404 68    |
| India(Mumba  | BPL-Mumbai                     | 404 21    |
| India(Mumba  | MTNL Dolphin Mumbai            | 404 69    |
| India(New    | Sterling                       | 404 11    |
| Indonesia    | Excelcom                       | 510 11    |
| Indonesia    | IndoSat-M3                     | 510 21    |

| Country       | Network                | Dial Code     |
|---------------|------------------------|---------------|
| Indonesia     | Telkomsel              | 510 10        |
| Iran          | MCI                    | 432 11        |
| Iraq          | AsiaCell               | 418 05        |
| Ireland       | Meteor                 | 272 03        |
| Ireland       | O2                     | 272 02        |
| Ireland       | Vodafone               | 272 01        |
| Isle of Man   | Manx Telecom           | 234 58        |
| Israel        | Cellcom                | 425 02        |
| Israel        | Partner Comms (Orange) | 425 01        |
| Italy         | H3G (Unilateral) I/B   | 222 99        |
| Italy         | TIM                    | 222 01        |
| Italy         | Vodafone/Omnitel       | 222 10        |
| Italy         | Wind                   | 222 88        |
| Ivory Coast   | Loteny/Telecel         | 612 05        |
| Ivory Coast   | SIM Ivoiris            | 612 03        |
| Jamaica       | Cable & Wireless       | 338 180       |
| Japan         | Vodafone KK            | 440 20        |
| Jersey        | Jersey Telecoms        | 234 50        |
| Jordan        | Mobilcom               | 416 77        |
| Kazakstan     | Kar-Tel                | 401 01        |
| Kenya         | Kencell                | 639 03        |
| Kenya         | Safaricom              | 639 02        |
| Kuwait        | MTC Vodafone           | 413 02        |
| Kuwait        | Wataniya Telecom       | 419 03        |
| Latvia        | LMT                    | 247 01        |
| Lebanon       | LibanCell/MTC          | 415 03        |
| Lesotho       | Econet                 | 651 02        |
| Lesotho       | Vodacom                | 651 01        |
| Liberia       | Cellcom                | 425 02        |
| Lichtenstein  | Mobilkom               | 295 05        |
| Liechtenstein | Orange                 | 295 02        |
| Luxembourg    | P&T Luxembourg         | 270 01        |
| Macau         | Smartone               | 454 06        |
| Macedonia     | Cosmofon               | 294 02        |
| Madagascar    | Madacom                | 646 01        |
| Madagascar    | Orange                 | 646 02        |
| Malawi        | Celtel                 | 650 10        |
| Malawi        | Telekom Networks       | Malawi 650 01 |

| Country     | Network                     | Dial Code |
|-------------|-----------------------------|-----------|
| Malaysia    | Celcom                      | 502 19    |
| Maldives    | Dhiraagu(unilateral)        | 472 01    |
| Maldives    | Wataniya                    | 472 02    |
| Mali        | Ikatel                      | 610 02    |
| Mali        | Malitel(Unilateral)         | 610 01    |
| Malta       | go mobile                   | 278 21    |
| Malta       | Vodafone                    | 278 01    |
| Maritime    | Manx Telecom Unilateral OB) | 310 550   |
| Mauritania  | Mattel                      | 609 01    |
| Mauritius   | Cell Plus                   | 617 01    |
| Mauritius   | Emtel                       | 617 10    |
| Mexico      | Telcel                      | 334 020   |
| Monaco      | Bouyguese Telecom           | 208 20    |
| Montseratt  | Cable & Wireless            | 354 860   |
| Morocco     | Maroc Telecom (IAM)         | 604 01    |
| Morocco     | Méditel                     | 604 00    |
| Mozambique  | TDM MCEL                    | 643 01    |
| Mozambique  | Vodacom                     | 643 04    |
| Namibia     | MTC                         | 649 01    |
| Netherlands | Telfort                     | 204 12    |
| Netherlands | T-Mobile                    | 204 16    |
| Netherlands | TelCell                     | 362 51    |
| Netherlands | UTS Setel                   | 362 91    |
| New Zealand | Vodafone                    | 530 01    |
| Niger       | Celtel                      | 614 02    |
| Niger       | Telecel                     | 614 03    |
| Nigeria     | Vmobile (Econet)            | 621 20    |
| Nigeria     | Globacom (Unilateral I/B)   | 621 50    |
| Nigeria     | MTN                         | 621 30    |
| Norway      | Netcom                      | 242 02    |
| Oman        | Nawras                      | 422 03    |
| Oman        | Oman Mobile                 | 422 02    |
| Pakistan    | Mobilink                    | 410 01    |
| Pakistan    | Paktel                      | 410 04    |
| Pakistan    | Telenor                     | 410 06    |
| Pakistan    | Ufone                       | 410 03    |
| Pakistan    | Warid                       | 410 07    |
| Palestine   | PalCell (Jawwal)            | 425 05    |

| Country      | Network                      | Dial Code |
|--------------|------------------------------|-----------|
| Panama       | Cable & Wireless             | 714 01    |
| Paraguay     | CTI (unilateral)             | 744 02    |
| Paraguay     | Hola                         | 744 01    |
| Peru         | TIM/America Movil Peru S.A.C | 716 10    |
| Philippines  | Digitel                      | 515 05    |
| Philippines  | Globe Telecom                | 515 02    |
| Philippines  | Smart                        | 515 03    |
| Poland       | Era/Polska                   | 260 02    |
| Poland       | Idea/Centertel/Orange        | 260 03    |
| Poland       | PolkomTel                    | 260 01    |
| Portugal     | TMN                          | 268 06    |
| Portugal     | Vodafone                     | 268 01    |
| Reunion (La) | Orange                       | 647 00    |
| Romania      | Cosmorom                     | 226 03    |
| Romania      | MobiFon (Connex)             | 226 01    |
| Russia       | Dontelecom                   | 250 10    |
| Russia       | Ermak                        | 250 17    |
| Russia       | KB Impuls                    | 250 99    |
| Russia       | Kuban                        | 250 13    |
| Russia       | Megafone                     | 250 02    |
| Russia       | Mobile TeleSystems(MTS)      | 250 01    |
| Russia       | NCC                          | 250 03    |
| Russia       | StavTeleSot (STS)            | 250 44    |
| Satelite     | Thuraya                      | 901 05    |
| Saudi Arabia | Mobily (Etihad)              | 420 03    |
| Saudi Arabia | STC                          | 420 01    |
| Senegal      | Sentel                       | 608 02    |
| Senegal      | Sonatel                      | 608 01    |
| Seychelles   | Cable & Wireless             | 633 01    |
| Seychelles   | Telecom (Airtel)             | 633 10    |
| Sierra Leone | Celtel                       | 619 01    |
| Singapore    | SingTel1800                  | 525 02    |
| Singapore    | SingTel900                   | 525 01    |
| Singapore    | StarHub                      | 525 05    |
| Slovak       | Orange Slovensko             | 231 01    |
| Spain        | Telefonica                   | 214 07    |
| SriLanka     | Celtel                       | 413 03    |
| SriLanka     | Mobitel                      | 413 94    |

| Country      | Network                     | Dial Code |
|--------------|-----------------------------|-----------|
| SriLanka     | MTN/Dialog                  | 413 02    |
| St Kitt's &  | Cable & Wireless            | 356 110   |
| St Lucia     | Cable & Wireless            | 358 110   |
| St Vincent   | Cable & Wireless            | 360 110   |
| Sudan        | areeba                      | 634 02    |
| Sudan        | Mobitel                     | 634 01    |
| Swaziland    | MTN                         | 653 10    |
| Sweden       | Hi3G Access Sweden          | 240 02    |
| Switzerland  | Orange                      | 228 03    |
| Switzerland  | Sunrise                     | 228 02    |
| Switzerland  | Swisscom                    | 228 01    |
| Syria        | Syriatel                    | 417 01    |
| Taiwan       | KG Telecom                  | 466 88    |
| Taiwan       | Taiwan Cellular             | 466 97    |
| Taiwan       | VIBO                        | 466 89    |
| Tanzania     | Celtel(Unilateral)          | 640 05    |
| Tanzania     | Mobitel                     | 640 02    |
| Tanzania     | Vodacom                     | 640 04    |
| Tanzania(Za  | Zantel                      | 640 03    |
| Tchad        | Celtel                      | 622 01    |
| Thailand     | DTAC                        | 520 18    |
| Thailand     | True Move (formerly Orange) | 520 99    |
| Togo         | Togo Cellulaire             | 615 01    |
| Trinidad and | TSTT                        | 374 12    |
| Tunisia      | Orascom Telecom / Tunisiana | 605 03    |
| Turkey       | Aria (TT&TIM/Avea)          | 286 03    |
| Turkey       | Aycell (TT&TIM Iletisim     | 286 04    |
| Turkey       | Telsim                      | 286 02    |
| Turkey       | Turkcell                    | 286 01    |
| Turks &      | Cable & Wireless            | 376 350   |
| UAE          | Etisalat                    | 424 02    |
| Uganda       | Celtel                      | 641 01    |
| Uganda       | MTN                         | 641 10    |
| Uganda       | Uganda Telecel              | 64 111    |
| UK           | O2                          | 234 10    |
| UK           | ONE2ONE/Tmobile             | 234 30    |
| UK           | Orange                      | 234 33    |
| UK           | Vodafone                    | 234 15    |

| Country      | Network                     | Dial Code |
|--------------|-----------------------------|-----------|
| Ukraine      | Astelit                     | 255 06    |
| Ukraine      | Golden Telecom              | 255 05    |
| Ukraine      | UMC                         | 255 01    |
| Uruguay      | Ancel (Antel)               | 748 01    |
| Uruguay      | CTI Movil (AM Wireless)     | 748 10    |
| USA          | AT&T                        | 310 38    |
| USA          | Cincinnati Bell Wireless    | 310 420   |
| USA          | Cingular (Genesis)          | 310 410   |
| USA          | Cingular(East)              | 310 150   |
| USA          | Cingular(West)(unilateral)  | 310 170   |
| USA          | Manx Telecom Spons (uni OB) | 310 720   |
| Uzbekistan   | Daewoo Unitel               | 434 04    |
| Uzbekistan   | Uzdunrobita                 | 434 07    |
| Vatican City | Wind                        | 222 88    |
| Yemen        | Spacetel                    | 421 02    |
| Yugoslavia   | Monet (Montenegro)          | 220 04    |
| Yugoslavia   | Promonte (Montenegro)       | 220 02    |
| Yugoslavia   | Telecom Srbija              | 220 03    |
| Zambia       | Cell Z                      | 645 03    |
| Zambia       | Celtel                      | 645 01    |
| Zambia       | Telecel                     | 645 02    |
| Zimbabwe     | Econet                      | 648 04    |
| Zimbabwe     | NetOne                      | 648 01    |
| Zimbabwe     | Telecel                     | 648 03    |