

ROAMING APPLICATION FORM

CUSTOMER NAME: ID NUMBER:

MOBILE NUMBER: ACCOUNT NUMBER:

CONTACT DETAILS: Alternative phone number: Email address:

COUNTRIES YOU WISH TO ROAM IN:

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| SERVICE REQUIRED | YES/NO | DEPARTURE DATE | RETURN DATE |
|------------------|--------|----------------|-------------|
| VOICE/SMS | | | |
| DATA | | | |

TERMS AND CONDITIONS:

I/We, the undersigned, do hereby acknowledge that I/we have read the Terms and Conditions contained in this Application and I have read and understood such terms and conditions and agree to be bound by them:

1. OVERVIEW

- 1.1 Roaming charges/tariffs for voice, sms and/or data raised by foreign networks are subject to an administration fee and VAT payable by the customer.
- 1.2 The rates that Econet provides within these terms and conditions, as published on Econet's website are not static as they are subject to exchange rate fluctuations and changes by the various foreign networks. It is the customer's responsibility to familiarise themselves with the relevant charges before activating the roaming services.
- 1.3 Roaming will only be granted on the condition that the customer has operated their account in accordance with Econet's general subscriber terms and conditions.
- 1.4 Roaming activation requests should be submitted at least six (6) working hours before the customer's departure, excluding weekends and public holidays.
- 1.5 Econet reserves the right to suspend roaming services without notice to the customer upon breach of any of the provisions herein as well as the general subscriber terms and conditions.
- 1.6 Econet reserves the right to amend, alter or vary these terms and conditions.

2. VOICE AND SMS ROAMING

- 2.1 A connection deposit of USD20.00 per day (or ZWL equivalent at the prevailing interbank rate) that the customer intends to use the roaming services must be paid before roaming services are provided. Further, for companies a request on the company letterhead and signed by an authorised signatory must accompany this Application Form and the applicable deposit.
- 2.2 Econet shall offset the roaming charges against the customer's deposit and shall bill the customer for any charges which remain after the deposit has been extinguished.
- 2.3 Billing of calls while on roaming is per minute and the rates vary with each foreign network as per the attached schedule. Further, these rates may be changed by the respective networks from time to time without notice to the customer.

3. DATA ROAMING

- 3.1 Charges are per megabyte of data consumed by the customer. The charges are applied to the total uploads and/or downloads of data rounded off to the applicable increment for every data usage event as billed by the roaming partner/foreign network. The applicable usage increments are 1kilobyte (kb), 10kb or 100kb depending on the tariff of the network the customer is roaming on.
- 3.2 If the customer is connected to a website or application while roaming they may incur data charges even if no content is purchased or downloaded. This is due to small amounts of data being transmitted every few seconds by the website/application (this may include but is not limited to website refreshing and banner ads being pushed in the background). The customer should ensure that they close all unused applications while roaming. Econet accepts no liability for any unintentional data downloads made to the customer's device.
- 3.3 Data Roaming tariffs are not related to local data bundles and are billed outside of Econet's local data bundle tariffs as these tariffs are set solely by the roaming partners/partner networks who may change these tariffs from time to time without notice to Econet.

IMPORTANT HINTS

- ✓ Please check that you have the correct Message centre number +263770010502. The same centre number is the one you also use locally.

(For Apple devices dial **5005*7672*+263770010502#)
- ✓ Before leaving the country it is advisable to cancel all call diverts or forwarding as this will raise incoming call charges ✓ Dial ##002# to cancel all diverts.
- ✓ After crossing into a foreign country and attempting to connect to a foreign network and your phone does not automatically pick network, go into your phone settings and manually search.

ACCEPTANCE:

DEPOSIT AMOUNT PAID:

RECEIPT NUMBER:

CUSTOMER SIGNATURE:

DATE:

ECONET REP NAME:

DATE: