

International Roaming Charges and Billing.

When you roam with your Cable & Wireless mobile overseas, using the network of one of many Cable & Wireless' roaming partners (network operators), you will be invoiced for all your call charges in Seychelles Rupees on your normal monthly bill here at home.

What am I charged for whilst roaming?

Whilst roaming you will be charged for the following calls:

Outgoing calls - local and international

When you are making calls abroad, our roaming partner in the country where you are, will charge you their local and international rates for roaming.

Incoming calls

Calls from Seychelles

When receiving calls from Seychelles, you will be charged for the international re-routing of that call from Seychelles to the country in which you are roaming. For example, the caller in Seychelles will pay the standard local call rate to a mobile. You will be charged for the international leg of the call from the Seychelles to the country where you are roaming at the standard Cable & Wireless international rates.

Calls from overseas

If the caller is also overseas he would pay for the international call to the Seychelles and you would be charged for the second part of the call from Seychelles to the country where you are roaming at the standard Cable & Wireless international rates.

Additional incoming call charges

Some roaming partners charge for calls that you receive whilst roaming and these charges are in addition to any international call charges from Seychelles to you. Cellplus in Mauritius and Mobile One in Singapore are two examples of our roaming partners currently charging for incoming calls.

How are you billed for roaming?

All charges applied by our roaming partners are sent to Cable & Wireless and then **converted into Seychelles Rupees at the current Seychelles International Exchange Rates**. Cable & Wireless applies a 15% administration fee on these charges.

All international call charges from the Seychelles to your roaming country are applied at the standard Cable & Wireless international rates.

The above charges are passed directly to you on your home bill in Seychelles Rupees. Note that roaming charges are also subject to GST.



If you need help overseas

The overseas operator where you are roaming should be in a position to help you. However, if for some reason they are unable to assist you, please contact our roaming helpline on the following number between 8:00am and 4:30pm Seychelles time.

+248 284 066

(Please note that you will be invoiced for this call on your bill).

Tips before going overseas

1. Cable Voicemail can help you reduce the costs of receiving incoming calls whilst roaming. Simply divert all your incoming calls to your Cable Voicemail mailbox before going overseas, and whilst overseas access your mailbox when it suits you. In this way, you'll only pay for one international call to listen to your messages, instead of having to pay the re-routing costs of every single call you receive. Please ask our staff at your nearest Customer Services Centre for instructions on how to do this before your departure.

To listen to your messages from abroad:

- dial (+248) 511 511
- when prompted, enter your mobile phone number and press #
- when prompted, enter your Cable Voicemail password and press #

2. Alternatively, you may choose to use SMS whilst abroad to reduce your communication costs, provided that the network operator overseas supports SMS and has an "SMS agreement" with Cable & Wireless Seychelles.

3. Lastly, you can bar all incoming calls before your departure.
In this case, you will be able to make calls but not receive them.

As new roaming agreements are being concluded on a regular basis, please check for details of our new roaming partners before going overseas. Also, ensure that you completely understand how roaming calls are charged noting that they are dependant on what the overseas network operator charges for their local and international calls and the current exchange rates.

