



Tips on Using Roaming Service:





Tips on using Roaming service: Roaming refer to the customer' s abilitytoautomatically use his mobile line when travelling outside thegeographical coverage areaof Egypt by making and receiving voice calls,or sending and receiving data or accessother services, by means of usingthe network of the service provider of the visitedcountry. Instead of payingthe service cost to the service provider in the visited country (the host), thelocal service rovider will be charged for the roaming service, and theservice provider will, in turn, include the fees of calls in your invoice ordeduct thesefees from your credit according to the announced roamingtariff, as all mobileoperatorservice providers worldwide in this regard.

You must take into consideration the roaming charges if you are traveling outside Egypt where the roaming tariff is high, compared to the local and international calls tariff. Therefore, you must go back to your service provider before leaving your country and inquire about roaming service rates.In any case, all mobile operators in Egypt announce different offers for roaming service (voice and internet services). You can choose from those offers as per your needs, knowing that once you've arrives at the visited country and chose the service provider's network, you would receive an SMS from your local service provider detailing the tariff of voice calls and data service. It is worth mentioning that you can review the details of offers and special packages for the roaming service on all websites of mobile service providers.

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Before using Roaming service, you must ensure some factors:

- Is there any need to use your local line while traveling abroad?
- Do you have any info about roaming tariffs of different service providers in the visited country? (by contacting your local service provider)
- Is it more economical for you to buy a prepaid line from a mobile service provider in the visited country rather than using international roaming service?

How do I reduce my call charges when using Roaming service?

Select the most suitable service provider in the visited country with the lowest tariffs, through your local service provider. Try always to make your calls in off-peak times. Always rememberthat you shall pay for all calls when using international roaming service, whether these calls are outgoing or incoming. Therefore you have to choose the calls you want to receive, taking into consideration that the tariff for the incoming calls (per minute) is usually less than the outgoing call (per minute).

Donot forgetto turn off the internetand data services in the settings

menu on your mobilephone before going aboard the plane to your international destination, because leaving these services turned on upon your arrival at your destinationmeans that your mobile phone is automatically set to access the Internet.You may receive notifications on your various applications,which will be extremely expensive according to the data usage tariff during international data roaming.



For the users of mobile, internet and fixed services: If you cannot resolve the problem with your service provider, call 155, that is, NTRA's Call Center that provides 24/7 service.



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