

Terms and Conditions

Econet Telecom Lesotho reserves the right to revise these Specific Terms and Conditions for Roaming at its discretion and/or terminate, suspend in whole or in part any Roaming service without prior notice. Use of the Roaming service will constitute acceptance of these Specific Terms and Conditions and the amendments thereof.

1. Activation:

- a. Service activation is free of charge.
- b. The service may be accessed as outlined below:
 - i. **For prepaid subscribers**, roaming is provided by default and can be activated/deactivated at any time by dialling *197# on their mobile device.
 - ii. **For post-paid subscribers**, roaming must be requested in writing through the key account managers/customer care/at any Econet shop.
- c. All customers (prepaid & post-paid) will be liable for all roaming costs incurred upon service activation.
- d. Prepaid customers should ensure that they have a positive airtime balance when travelling.

2. Travelling:

- a. Roaming must be activated before leaving the home network (ETL).
- b. Roaming rates are higher than local rates.
- c. Customers will be charged for receiving a call.
- d. Customers should check the applicable rates and available roaming partners before travelling:
 - i. Charges differ depending on the service used, network logged on to and country visited.
- e. Local bundles are not applicable while roaming, usage will be charged from the customer's airtime.
- f. Only ETL vouchers may be used to recharge.
- g. Calls to customer care are free of charge.

3. Available services include:

- a. USSD
 - i. Ecocash
 - ii. Ecosure
 - iii. Mobile banking
 - iv. Airtime transfer
 - v. Recharge
 - vi. Balance check
 - vii. Econet main menu (*100#)

- b. Customer care
 - i. +266 177
 - ii. +266 100

- c. Access to
 - i. Voice
 - ii. Data
 - iii. SMS