

Telkom has partnered with other partner networks beyond its coverage area (Kenya) to enable customers make and receive calls, send and receive SMS's and use their data services while abroad.

The Telkom Roaming Service targets customers who need to make use of the service while travelling abroad for business or leisure.

Conditions for Roaming Subscription

Postpaid - Existing postpaid subscribers for postpaid roaming

Prepaid - Existing prepaid f subscribers or prepaid roaming

Conditions for Roaming Termination

- Upon customer request, the roaming service can be terminated under the normal procedure of service termination of postpaid services.
- The customer will be required to write a formal letter officially requesting for termination of roaming service or termination of postpaid service that will terminate roaming service.
- If any deposit has been paid, the customer will be due for refund once any outstanding bills are cleared. The deposit will be refunded not less than 60 days after the line cancellation, to ensure that all the roaming calls have been billed.