

Application for roaming activation



Please activate my/our mobile number _____ for Roaming Service with following facility.

- Roaming service with GPRS (Voice, SMS & GPRS)
- Roaming service without GPRS (Voice & SMS only)

Duration: From _____ till _____ Expected Usage NPR _____

Purpose of Roaming: _____

Destination Countries: _____

Following terms and conditions are applicable for Ncell roaming services:

1. Activation/Deactivation of roaming service shall be at the discretion of Ncell.
2. Activation of roaming service is subject to maintaining the minimum account balance of NPR 10,000 or equivalent credit for duration of one week during the time of roaming activation. Based on the projection of service usage and period of travel, customer can increase their payment accordingly.
3. Ncell Roaming Service shall be disconnected once the available balance or available credit is used up. However roaming service may be continued even after completely using up the balance or credit limit due to mentioned billing specifics. (1)
4. Customers should have enough balance/credit to make and receive calls.
5. Call Forwarding and Conference Call services are not available during roaming, due to which all call forwarding dependent services like Missed Call Notification/Voice mail will not work during roaming.
6. Roamer is charged for all services except for incoming SMS.
7. Roaming tariff are subject to change. Please refer www.ncell.axiata.com for latest tariffs.
8. Ncell may not be able to provide call number details for incoming calls and details for applications used and websites visited for use of data. Therefore, Ncell will not be able to furnish such itemized information except to the level of charges levied by the international operators, which would be considered valid and true.
9. Loss/Theft of SIM card or mobile phone while overseas should be immediately reported to Ncell Customer Care number or at mailto: emailus@ncell.axiata.com. Calls to Ncell customer care number are charged by roaming partners as international roaming calls to Nepal.
10. Customer shall manage roaming usage to avoid bill shock that includes switching off data while not in use, not responding to unwanted incoming calls, links etc.

I understand and accept the above terms and conditions and hereby guarantee to settle full payment for roaming services provided to the above number. I undertake full responsibility to settle the outstanding amount within 10 calendar days by depositing money into the above phone number or directly to the bank account of Ncell 0101017500500.

For Individual

For Company

Name:
Alternate Contact Number:.....
Email:
Permanent Address:
Signature:

Company Name:.....
Email:
Name:
Designation:.....
Office Address:
Home Address:
Signature:
Office Seal:

1 According to the procedures of International GSM Association (GSMA), exchange of billing data between roaming partners may be carried out within 30 days of the last call made by a subscriber on the network of a roaming partner resulting into delay in roaming data collection, processing and billing charges. Taking into account the above specifics, we charge our customers for roaming as soon as our partners forward roaming details to us. As this may take up to 30 days, you may have outstanding roaming charges appearing on your account statements. It shall be the responsibility of the subscriber to check the usage of roaming services and make payment for the same.