

eswatini
MOBILE



we work we connect we serve

**INTERCONNECT
ROAMING
VALUE ADDED SERVICES**

Interconnect and Roaming

This presentation provides an overview of interconnect and roaming. It explains how they enable seamless communication. Learn about agreements, tariffs, and technical aspects.



Interconnect: Connecting Service Providers

Call Handling

Interconnect handles calls between different service providers.

Partner Agreements

Operators need interconnect agreements for customers to communicate.

Payment Structure

When a subscriber calls another network, the originating network pays the destination network.

Roaming: Expanding Geographical Coverage

1 Definition

Roaming enables customers to make and receive calls when they are outside their home network.

3 Roaming for Eswatini

In Eswatini there is only international Roaming

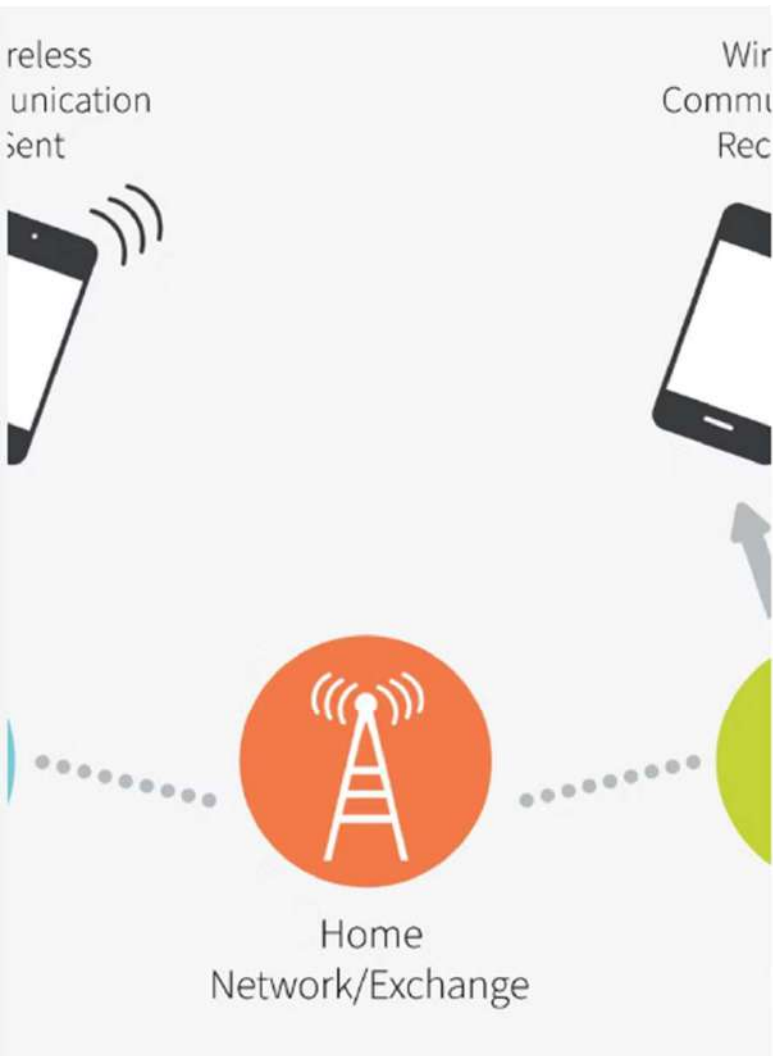
2 Types of Roaming

- i) National Roaming
- ii) International Roaming

4 Partner Tariffs

Operators agree on rates for using each other's resources.

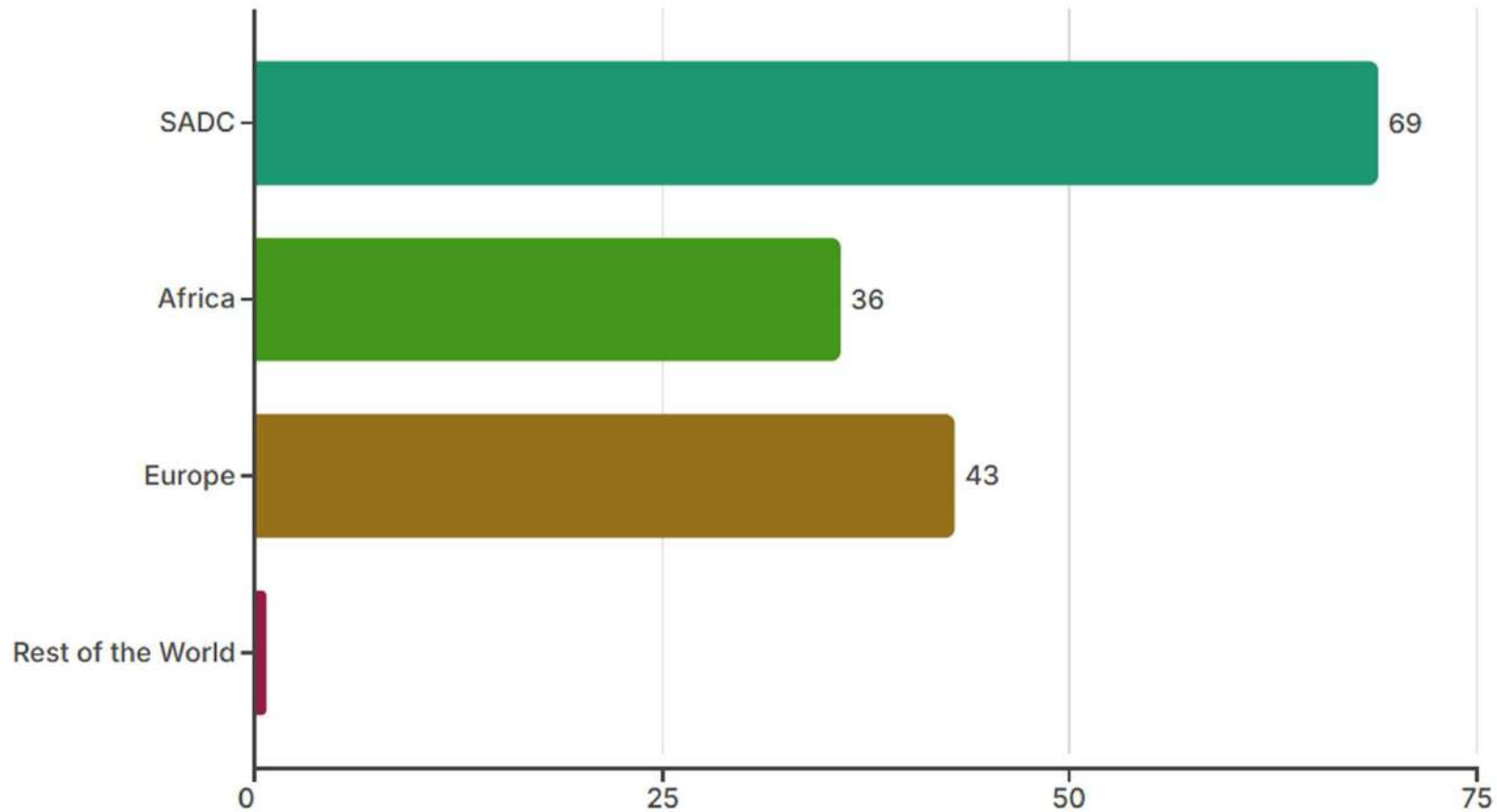




Roaming Types and Agreements

- 1 Inbound Roaming**
Other operators' subscribers roam in our network.
- 2 Outbound Roaming**
Our subscribers roam in other operators' networks.
- 3 Unilateral Agreement**
One operator's subscribers can roam in the other's network, but not vice versa.
- 4 Bilateral Agreement**
Both operator's subscribers can roam in the partner's network.

Roaming Coverage: Global Reach



SADC Coverage



Country	Inbound	Outbound
South Africa	Vodacom	Vodacom
Mozambique	Vodacom, M-Cel	Vodacom, M-Cel
Botswana	Botswana Telecoms	Botswana Telecoms
Zimbabwe	NetOne	NetOne
Zambia	Zamtel	Zamtel
Malawi	Malawi Telecom	Malawi Telecom
DRC	Africell	Africell
Tanzania	Tigo	Tigo
Mauritius	None	MTML
Lesotho	None	Vodacom

Europe Coverage

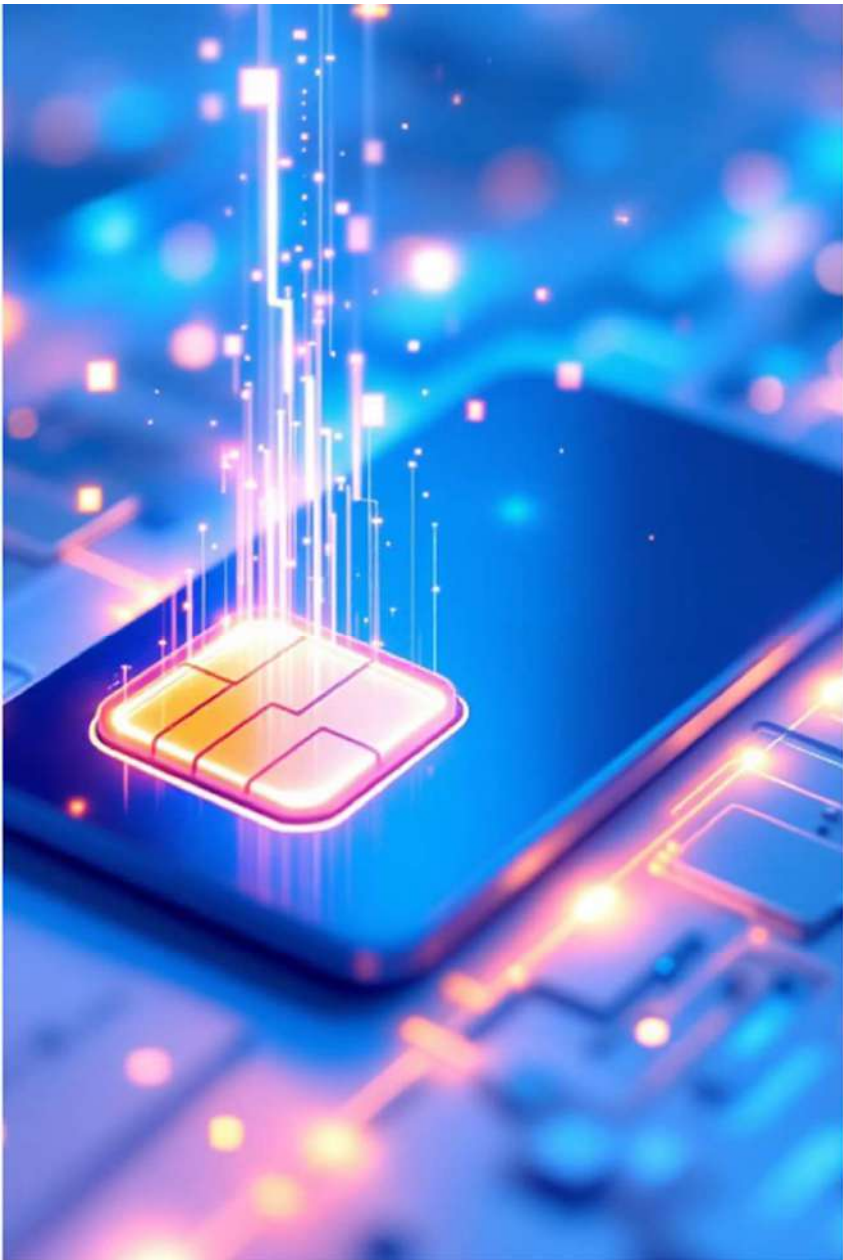


Country	Inbound	Outbound
UK	Vodafone	Vodafone
Serbia	Serbia Telekom	Serbia Telekom
Malta	Vodafone	Vodafone
Turkey	Vodafone	Vodafone
Ireland	Vodafone	Vodafone
Italy	Vodafone	Vodafone
Portugal	Vodafone	Vodafone
Greece	Vodafone	Vodafone
Spain	Vodafone	Vodafone
Netherlands	Vodafone	Vodafone
Czech	Vodafone	Vodafone
Albania	Vodafone	Vodafone
Switzerland	Sunrise	Sunrise
Austria	H3G	H3G
Slovenia	T2	T2
Bosnia	BIHMS	BIHMS
Belgium	Proximus	Proximus
France	SFR	SFR
Russia	Tele2	Tele2
Germany	Emnify	Emnify

Roaming Subscriber Tariffs RSA

Service	Destination	Vodacom
Outgoing Calls	Call back Home	E3.99
	RSA	E3.99
	International	E3.99
	SADC	E3.70
Incoming Calls	Received in RSA	E1.50
Outgoing SMS	Call back Home	E0.80
	RSA	E0.90
	International	E1.20
Incoming SMS	Received in RSA	E0.00
Data Roaming		E0.25 /MB prepaid E0.10/MB postpaid





Data Bundles Roaming (Vodafone)

500 MB

E50.00

1.25 GB

E100.00

5 GB

E250

These data bundles offer cost-effective roaming.

Data is Valid for 1 week (7 days)

The bundles currently apply to Vodafone partners only. Currently Mozambique and South Africa only

The bundles can be purchased through *222#

How to Roam: Android and iOS

Roaming is enabled by default.

If not automatic, manually select a network.

Follow these steps for Android and iOS.

Android

1. Settings > Network & internet > Mobile network
2. Select SIM card (Dual SIM users)
3. Advanced > Automatically select network (disable), then tap Network
4. Select a network

iOS

1. Settings
2. Mobile Data
3. Network Selection
4. Automatic (toggle off), then select network



Enabling and Disabling Roaming



Roaming is enabled for all subscribers by default.



Dial *214# to disable roaming.



Dial *222# to enable roaming.

Look for Roaming Option

- Remember to Toggle ON data roaming to enable Data roaming
- LTE Roaming is not available with in all Countries. For networks where it is not available, set phones to 3G mode.



Key Takeaways and Next Steps

1

Know where we Roam

Shared in the PPT also shared in website

2

Roaming bundles

Available for Vodacom SA and Vodacom Mozambique

3

Enabling Roaming

Automatic otherwise can be enabled and disabled by USSD



Empowering Eswatini Businesses with Eswatini Mobile Value Added Services

Eswatini Mobile VAS Business offers a suite of Value Added Services (VAS) tailored for businesses in Eswatini. These services are designed to improve efficiency, connectivity, and communication.

ESM Comprehensive VAS Offering

Enterprise Messaging

- Portal Based Bulk SMS
- Integrated Enterprise SMS (A2P, P2A)
- SMS Tags

Enterprise Short Code (USSD)

- USSD

Enterprise Voice

- Toll Free
- SIP Trunking

Enterprise Connectivity

- Private APN



Enterprise SMS Setup Options

Integrated via SMPP

- Connect to Eswatini Mobile's SMSC from your system via SMPP account.
- Connection SMSC and Clients' System is through VPN or Internet
- Client can send their on SMSs to their own database

Portal Based

- Use our messaging platform with an internet connection.
- Get login credentials from Eswatini Mobile.
- Client can send their on SMSs to their own database

Once-Off Requests

Send SMSes through our VAS Support or Portal .

SMS Tagging

Advertise by tagging your advert message in Please Call, Notify Me or Missed Call Alerts

Email: vas.services@eswatini-mobile.co.sz



MTN Enterprise Short Codes

How it Works

- Content Providers / Service Providers connects to Eswatini Mobile USSD GW through via HTTPS or VPN
- The technology is used to send a text message between phone and application on the service providers applications servers

USSD Technology

- Use any phone to access enterprise services like banking.
- Subscribers access offerings with a simple code.

Unique Codes

- Each content provider gets a unique 3 or 4-digit code. e.g *123#

Enterprise Messaging Pricing

Portal Based

Monthly Service Fee	Bulk Rate (On Net)	Bulk rate (Off Net)
E750.00	E0.10	E0.15

A2P Integrated SMS via SMPP

Once Off Setup Fee	Monthly Service Fee	Bulk Rate (On Net)	Bulk rate (Off Net)
E3,500.00	E2500.00	E0.10	E0.15

SMS Tagging

Daily	Weekly	Bi-Weekly	Monthly
E5,000	E30,000	E55,000	E75,0000

USSD

Once Off Setup Fee	Monthly Service Fee	Usage
E2,300.00	E1,150.00	E0.15 per 20 seconds session

Enterprise Messaging Pricing



P2A Integrated SMS via SMPP (No Revenue Sharing) :

Once Off Set Up Fee	Monthly Service Fee	Rate
E2,300	E750.00	E0.25 (charged to the subscriber)

P2A Integrated SMS via SMPP (With Revenue Sharing) : Premium Rate

Premium Charge	Sharable Revenue	ESM Share	Client Share
E1.20	E0.90	E0.45	E0.45
E2.00	E1.50	E0.75	E0.75
E2.50	E1.94	E0.97	E0.97
E3.00	E2.25	E1.13	E1.12
E3.50	E2.62	E1.31	E1.31
E4.00	E3.00	E1.50	E1.50
E5.00	E3.75	E1.88	E1.87
E7.00	E5.25	E2.63	E2.62
E10.00	E7.50	E3.75	E3.75
E15.00	E11.25	E5.63	E6.37

Toll-Free Numbers

Free for Subscribers

- 1 Free for Subscribers**
Allow callers to dial toll-free numbers without charge
- 2 Customer Service**
Traditionally used for customer service calls.
- 3 Convenient Contact**
Offers a free way to contact businesses.

Toll Free Numbers

- 1 Common Prefixes**
Toll-free numbers start with 800 - XXXX
- 2 Short Codes**
365
- 3 Emergency Short Codes**
999, 977, 9333

Number Assignment

- 1 Request**
A business requests a toll-free number from ESCCOM.
- 2 Check Availability**
ESCCOM checks the database for availability.
- 3 Assignment**
If available, the number is assigned.

Flexible Voice Traffic Control

SIP Trunking is a Voice over Internet Protocol (VoIP) solution, turning physical phones lines into virtual lines using an internet connection.

Flexible Voice Traffic Control

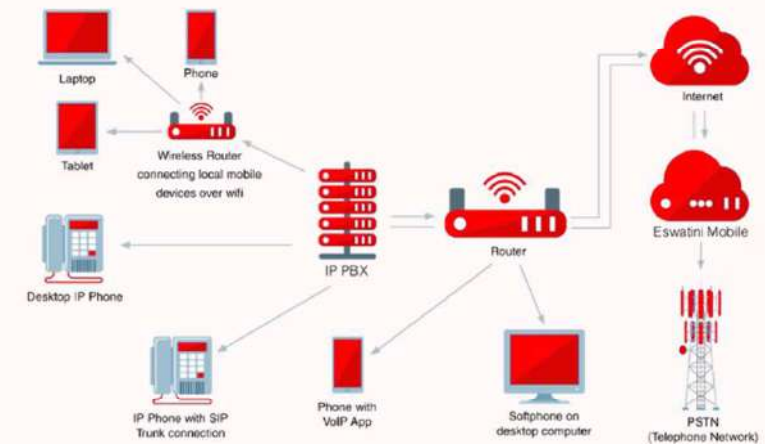
Flexible voice traffic control allows the number of inbound and outbound channels to be set

Increase Channels

The number of channels can be increased based on seasonality or emergency situations

PBX Integration

Integrates with leading PBX providers, for PBX that uses SIP



A Private APN Network



Secure and Private Networks with Eswatini Private APN

1

Secure

Private and secure network for your SIM cards. Eswatini Mobile Private APN offers a secure gateway. Connect your networks and devices privately on the Eswatini Mobile network

2

Efficient

Quicker setup, no need for laying cables. Connect private networks in isolated areas or create a WAN for mobile devices

3

Prioritized

Prioritized traffic for your private APN.

4

Affordable

Cheaper data rates with APN without inter

Contact : vas.services@eswatini-mobile.co.sz



Enterprise Voice Pricing

SIP Trunking

Once Off Set Up Fee	Monthly Service Fee	Usage
E5,000	E1,000.00	E0.33 per minute

Toll Free

Once Off Setup Fee	Monthly Service Fee	Usage
None	E450.00	E1.15 per minute for first minute then E0.45 per minute for subsequent minutes

Private APN

Once Off Setup Fee	Monthly Service Fee	Usage
E4,995.00	E150 per SIM for Non-Static IP E250 per SIM for Static IP	10GB E150 20GB E250 50GB E400 Unlimited E595



Key Takeaways and Next Steps

1

Know VAS Services Provided

- Shared in the PPT
- We shall have them in website

2

Onboarding

- Post paid services requires KYC documents which are same with all postpaid services
- Application form will be shared

3

Support

- Available 24/7
- Contact by email
- Follow up by call



Thank You

vas.services@eswatinimobile.co.sz

roaming@eswatinimobile.co.sz