Public

STAY CONNECTED WHILE ROAMING

A simple guide to using your MTN number in countries where 2G and 3G networks have been switched off.

Good news! You can usually keep using your existing MTN SIM when travelling. To stay connected where 2G and 3G are no longer available, your phone, SIM and roaming service must support the required 4G/VoLTE roaming arrangements.

Where Have 2G and 3G Networks Been Switched Off?

Some popular travel destinations have already retired older mobile networks. Here are a few key examples:

COUNTRY	NETWORK STATUS
Australia, Iceland, Japan, Singapore, United States	Both 2G and 3G networks switched off across tracked operators.
Austria, Belgium, Denmark, Germany, Greece, Hungary, United Kingdom	3G networks switched off across tracked operators; 2G may still be available.

Please note: Network availability can differ by mobile operator and may change over time. Your ability to make calls and use data while roaming also depends on the required 4G/VoLTE arrangements being supported by your phone, SIM card, MTN Ghana and the visited networks.

1. Before you travel

A few quick checks before you leave can help you avoid connection problems:

- Check that your phone and SIM card supports 4G/LTE and VoLTE.
- Make sure international roaming is active on your MTN number. If you are unsure, contact MTN Customer Care **(WhatsApp +23354300000 or call +233244300000).**
- Update your phone software to the latest available version.
- Check your roaming rates or bundle, and make sure you have enough credit where applicable.
- Know where to find Data Roaming and VoLTE/4G Calling in your phone settings.

2. When you arrive

1. Switch on your phone and give it a few moments to connect.
2. Set Network Selection to Automatic: Settings → Mobile/Cellular Network → Network Selection → Automatic.
3. Make sure your Network Mode allows 4G/LTE or 5G, and switch VoLTE/4G Calling ON if the option is available.
4. If you plan to use mobile internet, switch Data Roaming ON. Roaming charges apply.

3. Enjoy your roaming services

Calls: Make calls as usual. For international numbers, include the country code. To receive calls, stay connected to the roaming network and keep VoLTE/4G Calling switched on.

Mobile data: Once connected, use your apps, email, maps and browse as normal. Make sure you have an active roaming bundle or sufficient credit.

SMS: Sending and receiving SMS depends on the roaming arrangement with the visited network.

Please note: Having a 4G phone does not automatically guarantee voice roaming. Your phone, SIM, MTN and the visited network must all support the required VoLTE roaming arrangements.

4. Having trouble connecting?

Try these simple steps:

5. Turn Airplane Mode on for about 30 seconds, then turn it off.
6. Restart your phone.
7. Check that 4G/LTE or 5G Auto is selected and VoLTE/4G Calling is on.
8. If you are still not connected, change Network Selection from Automatic to Manual and try another available network.
9. If the problem continues, contact MTN Customer Care for assistance.

A quick reminder before you fly

1. My MTN number has international roaming enabled (Postpaid) or enough airtime (Prepaid).
2. My phone supports 4G/LTE and VoLTE.
3. My phone software is up to date.
4. I know how to switch on Data Roaming and VoLTE.
5. I have checked my roaming rates, bundle or available credit.

Travel confidently. Stay connected. Keep your MTN number with you.

Enjoy your journey with MTN Roaming!