

# Afghanistan Service – User Guide

by Afghan Wireless



## ACTIVATING YOUR SERVICE

**This service requires registration before you travel. Please see the last page of this user guide on HOW TO REGISTER your SIM card.**

It is very easy to activate your new service. Just follow the instructions below and you'll be ready to call once you reach your destination:

1. Travel to your destination
2. Break out the SIM Card from the plastic card
3. Then insert this SIM Card in your phone.
4. Make sure your phone battery has been charged
5. Switch your phone on
6. Enter the PIN Code (if required)

Your Afghanistan SIM card will provide you with an Afghanistan cellular phone number, which can be found handwritten on the front of your SIM card inside your SIM card package. The number begins with **070**.

## HOW TO RECHARGE (ADD AIR TIME)

To recharge your Afghanistan service, please follow the instructions below

- Locate the recharge voucher code, affixed to your SIM card package\*
- Dial 171 and listen to the voice prompts
- Enter your 12-digit recharge voucher code after the beep
- To confirm your recharge press 1

\*Telestial provides you with a recharge voucher code, that you will find printed on a sticker, affixed to your SIM card package. At your destination, you can add your airtime and may purchase additional airtime in form of scratch cards, where you will need to scratch off the gray protective layer to reveal your recharge voucher code.

## MAKING INTERNATIONAL CALLS

To make an international call, simply enter all numbers starting with the '+', followed by the country code (1 for the US/Canada), area code and phone number. For example, to call (213) 337-5555 you would dial +12133375555.

## **RECEIVING CALLS**

Family & friends need to dial the international direct dialing prefix for the country they are calling from followed by your new number. For example, from the US/Canada they should dial 011, 93 (Afghanistan) and your new number bar the leading 0 (zero).

## **BALANCE**

To check your balance, please

- Dial 161 and listen to the voice prompts

## **CUSTOMER SERVICE**

To reach customer service, please

- Dial 151 from your mobile phone

We are available to you 24 hours a day, 7 days a week.

## **VOICEMAIL**

To activate your voicemail, please

- Dial 151 from your mobile phone

## **SERVICE EXPIRATION**

Your Afghan Wireless SIM card has unlimited service life if you use your SIM card once every 6 months, that is making a chargeable call or recharging your account. If you do not do so within 6 months, your Afghan Wireless prepaid cell phone number will be recycled and any remaining airtime credit will be forfeit. To get connected again you will be required to purchase another SIM card. The 6-month period starts the day you arrive in Afghanistan.

# ATTENTION: AFGHANISTAN Subscribers

Afghan Wireless has recently required that all subscribers now **provide a LEGIBLE copy of their passport** (*we need to be able read the details, including passport number usually found on the first page*) in order to register and activate your SIM card. Passport information may be provided via:

**Preferred: E-Mail:** simreg@telestial.com (Put your order # in the subject field with the scanned attachment of your passport). *A scanned image is preferred because the image is ALWAYS clear.*

**Please save your scanned passport in .jpeg file compressed!!!**

**FAX:** 1-815-642-0140 Note: if you fax make sure the copy is LEGIBLE.

**You MUST include a cover sheet with: Name, Order Number(s) and Contact Phone.**

**!!! Important:** Your e-mail / fax must include:

1. **Invoice Number** (in the subject field of e-mail)
2. **Afghanistan Phone Number**
3. **ICCID number** (18 digit number starting with 8993)
4. **Your Full Name**
5. **Date of Birth** (as shown on passport)
6. **Passport ID** (usually on the first page of your passport)
7. **Your Full Address**
8. **Your email address** (if you send a fax)

**PLEASE SEND ALL YOUR REGISTRATIONS IN 1 FAX OR 1 EMAIL...UP TO 3 PER EMAIL!!!**

Failure to provide the above information will result in a failure of service when you arrive in Afghanistan.

Registration takes up to 72 hours (3-business days) but 24hr is customary.

Feel free to call our Registration department at 1-800-707-0031 20 minutes after sending your fax/email for confirmation. We do not send automatic registration confirmations. We will contact you if there is a problem with the registration (i.e. illegible passport, missing information, etc.)