

# Austria Service – User Guide

by Twist



## ACTIVATING YOUR SERVICE

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 Austria SIM card will provide you with a Twist cellular phone number, which can be found on the front of your SIM card package and on the back of the SIM card itself inside the package. The number will start with **+43**.

Your Austria Service has already been activated. All you need to do is put the SIM card into your mobile phone, turn on your mobile and enter the PIN.

## HOW TO RECHARGE (ADD AIR TIME)

You can purchase additional airtime in tobacconists, tele.ring shops, tele.ring partners as well as post offices.

To recharge your airtime credit, please

- Purchase a tele.ring recharge card
- Enter \*104#(recharge voucher code)#

OR

- Dial 0650 650 670 and press 2 to recharge
- Enter your recharge voucher code when prompted followed by #

OR

- You can also recharge using Austrian ATM machines

## 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, 43 (Austria) and your new number bar the leading 0 (zero).

## **BALANCE**

To check your balance, please

- Enter \*102# and wait for the message advising you of your remaining balance

OR

- Dial 0650 650 670 and press 1 for balance enquiry

## **CUSTOMER SERVICE**

To contact customer service, please

- Dial 0820 650 650 from your mobile phone \*

We are available to you 24 Hours a Day 7 Days a Week.

\* A calling rate of EUR 0.14 per minute will apply.

## **VOICEMAIL**

To activate your voicemail, please

- Dial +4365011(your mobile phone number) \*\*
- Choose a password (4 to 6 digits)
- Record your personal voicemail greeting

To access your voicemail, please

- Dial +4365011(your mobile phone number) \*\*

\*\* A calling rate of EUR 0.07 per minute will apply.

## **SERVICE EXPIRATION**

From your first activation or last recharge, the service will remain active for 12 months. Should you not use all your credit or recharge within the 12-month period, your service will expire. Every recharge will reset your expiry period.

To check your service expiration, please

- Enter \*103# and wait for a message