

Australia Service – User Guide

by JUST



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 Australia SIM card will provide you with a Australia cellular phone number, which can be found inside your SIM card package. The number will begin with **04**.

HOW TO RECHARGE (ADD AIR TIME)

To recharge your Australia service, please

- Purchase an AAPT recharge card
- Scratch off the protective layer to reveal your recharge voucher code
- Dial 888 and press 1 when prompted
- Enter the 12-digit recharge code when prompted

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, 61 (Australia) and your new number bar the leading 0 (zero).

BALANCE

To check your balance, please

- Dial 889 and listen to the voice prompts

CUSTOMER SERVICE

To reach customer service, please

- Dial 887 from your mobile phone ¹

OR

- Dial 0410000887 from any other phone ²

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

¹ Calls are charged at AUD 0.25 (US\$0.21) per 30 seconds + AUD 1.50 (US\$1.28) flagfall fee

² Standard call charges apply

VOICEMAIL

To access your voicemail, please

- Dial 121 from your mobile ³

³ Standard call charges apply

SERVICE EXPIRATION

The service will expire after 6 months following a 30-day grace period. Failure to recharge within this period will result in an irrevocable termination of your account.

ATTENTION: AUSTRALIA Subscribers

JUST Prepaid Mobile 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. **Australia Cell Phone number** (beginning with 040)
3. **Enquiry Password** (4 digits)
4. **Control Number** (8 digits)
5. **Address** (Australian address (friend's place, hotel, etc.))
6. **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 Australia.

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.)