

# Bangladesh Service – User Guide

by Banglalink



## 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)
7. To activate your SIM card you have to recharge your account.

Your Bangladesh SIM card will provide you with a Bangladesh cellular phone number, which can be found on the back of your SIM card inside your SIM card package. The number will start with **01**.

## HOW TO RECHARGE (ADD AIR TIME)

To recharge your Bangladesh service, please follow the instructions below

- Purchase a Banglalink recharge card
- Scratch off the grey protective layer to reveal your recharge voucher code
- Enter \*123\*(your 14-digit recharge voucher code)#
- Press yes/ok/send
- You will receive a confirmation message on your screen

## 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, 880 (Bangladesh) and your new number bar the leading 0 (zero).

## **BALANCE**

To check your balance, please

- Enter \*124# and press yes/ok/send

## **CUSTOMER SERVICE**

To reach customer service, please

- Dial 121 from your mobile phone

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

## **VOICEMAIL**

To activate your voicemail service, please

- Forward / divert your calls to 770

To retrieve your voicemail messages, please

- Dial 777 from your mobile phone
- After the tone, enter 9999 followed by #
- Press 1 to retrieve your messages

To change your voicemail greeting message, please

- Dial 777 from your mobile phone
- After the tone, enter 9999 followed by #
- Press 2 followed by another 2 and follow the voice prompts

To change your voicemail password, please

- Dial 777 from your mobile phone
- After the tone, enter 9999 followed by #
- Press 2 followed by a 1 and follow the voice prompts

\* Normal call charges apply for all calls to your voicemail service.

## **SERVICE EXPIRATION**

The validity period of your service will depend on the recharge denomination. Please consult the following table

Recharge Denomination	Validity Period	Grace Period
50 BDT (US\$0.73)	6 Days	6 Days
150 BDT (US\$2.19)	12 Days	75 Days
300 BDT (US\$4.37)	30 Days	181 Days
600 BDT (US\$8.75)	45 Days	366 Days

Failure to recharge your account within 90 days after your grace period, will result in a termination of your account. In order to continue using your service, you will need to purchase another Bangladesh SIM card.