

# Bulgaria Service – User Guide

by b-connect



## 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. Wait until the "GloBul" network is displayed on your phone's screen
8. Call 123 from your phone to activate your service (you'll be notified via text message once activation is complete)
9. Start calling

Your Bulgaria SIM card will provide you with a Bulgaria cellular phone number, which can be found on the label of the SIM card packaging. The number will begin with **08**.

When you turn on your phone for the first time whilst in Bulgaria, you will be notified via SMS that your service has been activated and is now ready to use.

## HOW TO RECHARGE (ADD AIR TIME)

To recharge your Bulgaria service, please

- Purchase a GloBul recharge card
- Scratch off the protective layer to reveal your recharge voucher code
- Dial 1330 from your mobile phone and follow the voice prompts
- When prompted, enter your recharge voucher code, then wait for confirmation

## 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, 359 (Bulgaria) and your new number bar the leading 0 (zero).

## **BALANCE**

To check your balance, please

- Dial 1330 from your mobile phone and listen to the voice prompts

## **CUSTOMER SERVICE**

To reach customer service, please

- Dial 123 from your mobile <sup>1</sup>

OR

- Dial 089 123 from any other phone

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

<sup>1</sup> A calling rate of 9.6 ST per minute will apply.

## **VOICEMAIL**

To activate your voicemail, please

- Compose a text message (SMS) with the letters **VMS**
- Send this text message to 1770

To deactivate your voicemail, please

- Dial ##002# (this will remove all call diversions), then press the send or call key

To retrieve your voicemail messages, please

- Dial 120 from your mobile phone <sup>2</sup>
- Enter your voicemail password followed by #
- Press 1 to listen to your messages

<sup>2</sup> A calling rate of 0.24 BGN per minute will apply.

## **SERVICE EXPIRATION**

Your Bulgaria service has an initial activity period of 12 months.

If your recharge value is above 10 BGN, your validity period will automatically extend by a further 12 months. For recharges below 10 BGN no extension of your validity period will be granted, unless you recharge less than 10 BGN in the 12th and 13th month of your validity period, then you will receive an extra 30 days of service life.

If you do not recharge within the 12-month period, your remaining credit will expire and you can only receive calls. Your Bulgaria phone number will remain active for a further 30 days, should you not wish to recharge within the 30-day grace period, your phone number will be recycled and in order to continue using your Bulgaria service, you will need to purchase a new SIM card.