

Bermuda Service – User Guide

by Digicel



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 Bermuda SIM card will provide you with a Bermuda cellular phone number, which can be found on the leaflet containing your SIM card, inside your SIM card package. The number will begin with **144**.

HOW TO RECHARGE (ADD AIR TIME)

To recharge your Bermuda service, please follow the instructions below

- Locate the recharge voucher code
- Enter *121*(recharge code)# and press 'yes/ok/send'

OR

- Dial *91 and press 2 when prompted
- Enter the 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. Please note, from the US/Canada they do NOT need to dial the prefix, simply, 1441 (Bermuda) and your new number bar the leading 0 (zero).

BALANCE

To check your balance, please

- Enter *120# and you will be notified via SMS

CUSTOMER SERVICE

To reach customer service, please

- Dial #611 from your mobile phone

OR

- Dial 500 5611 from any other phone

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

VOICEMAIL

To activate your voicemail, please

- Dial #98 from your mobile phone

OR

- Dial 508 6245 from any other phone

NOTE: Your temporary password will be '1111'

SERVICE EXPIRATION

Your SIM card is initially valid for 60 days when you arrive in Bermuda. Every time you add airtime you have an additional 60 days from that date. If you do not recharge your account within 2 months, your mobile phone number will be recycled and any remaining airtime credit on your Bermuda SIM card will be forfeit. To get connected again you will be required to purchase another SIM card. The validity period begins the day you arrive in Bermuda.

To check your expiry date, please

- Dial *124# and you will be notified via SMS