

Brazil Service – User Guide

by TIM



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. **Dial 20090702521 to register your SIM card** (English operator)
8. Start calling

Your Brazil SIM card will provide you with a Brazilian cellular phone number, which can be found on the reverse side of your SIM card package. The number will begin with **21**.

HOW TO RECHARGE (ADD AIR TIME)

To recharge your Brazil service, please follow the instructions below

- Purchase a recharge voucher at TIM shops and authorized dealers
- Scratch off the grey protective layer to reveal your recharge voucher code
- Dial *222 and when requested enter the 16 digit recharge code

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, 55 (Brazil) and your new number bar the leading 0 (zero).

BALANCE

To check your balance, please

- Enter the code SAL and send to 222.

CUSTOMER SERVICE

To reach customer service, please

- Dial *144 from your mobile phone

OR

- Dial 0800-741-4141 from a landline phone

TIM Customer Service is available Mon-Fri, from 8:00am to 6:00pm.

VOICEMAIL

To access your voicemail, please

- Dial *100 from your mobile phone
- To listen to new voicemail press 1

SERVICE EXPIRATION

If you do not recharge your account within 4 months, your mobile phone number will be partially blocked and you will only be able to receive incoming calls for another month. After 5 months total, your cell phone number will be recycled and any remaining airtime credit will be forfeit. To get connected again you will be required to purchase another SIM card. The 5 month period starts the day you arrive in Brazil and start using your GSM cell phone.