

# Bahamas Service – User Guide

by Batelco



## 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 Bahamas SIM card will provide you with a Bahamas cellular phone number, which can be found inside your SIM card package. The number begins with **+242**.

## HOW TO RECHARGE (ADD AIR TIME)

To recharge your Bahamas service, please

- Locate the recharge voucher code, affixed to your SIM card package\*
- Enter \*33(12-digit recharge voucher code) and press 'yes/ok/send'

OR

- Dial \*44
- Press 2 to recharge your account
- When prompted, enter the 12-digit recharge voucher code

\*Telestial provides you with a recharge voucher code, that you will find printed on a sticker, affixed to your SIM card package. At your destination, you can add your airtime and may purchase additional airtime in form of scratch cards, where you will need to scratch off the gray protective layer to reveal your recharge voucher 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. Please note, from the US/Canada they do NOT need to dial the prefix, simply, 1242 (Bahamas) and your new number bar the leading 0 (zero).

## **BALANCE**

To check your balance, please

- Enter \*33 and press 'yes/ok/send'
- You will be notified via SMS

OR

- Dial \*44 and press 1

## **CUSTOMER SERVICE**

To reach customer service, please

- Dial 161 from your mobile

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

## **VOICEMAIL**

To access your voicemail, please

- Dial 394 7476 from Nassau

OR

- Dial 350 1121 on Grand Bahama Island

NOTE: Please have your account passwords ready.

## **SERVICE EXPIRATION**

The account will be suspended and any remaining airtime will be forfeited if you do not recharge within 90 days.

After suspension you are given a further 30 days to recharge your account. Failure to do so will result in your Bahamas Service, including your number to be recycled irrevocably. You will be required to purchase a new SIM card in order to continue using the service.