

# Canada Service – User Guide

by Rogers



## ACTIVATING YOUR SERVICE

**This service requires registration before you travel. Please see the last page of this user guide on HOW TO REGISTER your SIM card.**

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)

## HOW TO RECHARGE (ADD AIR TIME)

To recharge your Canada service, please follow the instructions below

- Purchase a Rogers Wireless recharge card
- Scratch off the protective layer to reveal your recharge voucher code
- Dial \*868 from your mobile phone
- Follow the voice prompts

## MAKING INTERNATIONAL CALLS

To make an international call, simply enter all numbers starting with the '+', followed by the country code (1 for the US), 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, 1 (Canada) and your new number bar the leading 0 (zero).

**BALANCE**

To check your balance, please

- Dial \*225 from your mobile phone

**CUSTOMER SERVICE**

To reach customer service, please

- Dial 1-800-575-9090 from your mobile phone

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

**VOICEMAIL**

To activate your voicemail, please

- Dial 1-800-575-9090

**SERVICE EXPIRATION**

The SIM will remain active for a total of 6 months if you do not recharge it. After the 6 months period, the SIM will be recycled and you are required to purchase another SIM card in order to continue using your service.

Depending on how much you recharge your account with, the validity period will vary. Please consult the table below.

Recharge Amount	Airtime	Validity Period
CAD 10	30 mins	30 days
CAD 20	60 mins	30 days
CAD 30	90 mins	30 days
CAD 40	120 mins	30 days
CAD 100	300 mins	365 day

# **ATTENTION: CANADA Subscribers**

Our Canada SIM (Rogers) service requires activation in order to work properly whilst you are traveling in Canada.

**Please send the following details to this E-Mail address:** simreg@telestial.com

**!!! Important:** Your e-mail must include:

1. **Invoice Number** (in the subject field of your e-mail)
2. **Your full name**
3. **The city you are traveling to within Canada**
4. **Arrival date in Canada** (allow for 48 hours processing time)
5. **Your 20-digit SIM number** (located on the back)
6. **Your contact email**

**PLEASE SEND ALL YOUR REGISTRATIONS IN 1 EMAIL...UP TO 3 PER EMAIL!!!**

Failure to provide the above information will result in a failure of service when you arrive in Canada.

Registration takes up to 48 hours (2-business days) but 24hr is customary.

**Feel free to call our Registration department at 1-800-707-0031, 20 minutes after sending your email for confirmation. We do not send automatic registration confirmations. We will contact you if there is a problem with the registration (i.e. missing information, etc.)**