

Switzerland Service – User Guide

by Sunrise



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

Your Switzerland SIM card will provide you with a Switzerland cellular phone number. Your new Switzerland phone number will be provided upon activation in a Sunrise Center. The phone number begins with **076**.

To activate your Switzerland service, please

- You need to go to a Sunrise Center once in Switzerland
- For identification, you will need to bring your passport along
- The following information is mandatory:
 - First & Last Name, Address, Date of Birth, Nationality and Passport Number
- You will receive your Sunrise number and the SIM card will be activated immediately

HOW TO RECHARGE (ADD AIR TIME)

To recharge your Switzerland service, please follow the instructions below

- You need to visit a Sunrise Center conveniently located throughout Switzerland
- Chose from CHF 10, 30, 50 or 100 recharge denominations
- The SIM card will be recharged by the service center

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, 41 (Switzerland) and your new number bar the leading 0 (zero).

BALANCE

To check your balance, please

- Dial *121*# and then press 'yes/ok/send'

CUSTOMER SERVICE

To reach customer service, please

- Dial 0800 707 707 from your mobile phone

We are available to you Monday – Friday 08:00 till 20:00 and Saturday 08:00 till 17:00 at no cost.

VOICEMAIL

To access your voicemail, please

- Dial 0763333333 from your mobile phone

OR

- Dial 086076 + your 7-digit mobile phone number
- Press # to skip the welcome message
- Enter your 4-digit mailbox password and then press #

SERVICE EXPIRATION

Once you arrive in Switzerland and make your first call, your prepaid SIM card will have an initial validity of 12 months during which you may receive unlimited free incoming calls. If you add airtime during this period it will be added to your existing airtime balance and the validity of your SIM card will be extended for another 12 months. If you do not add any airtime during the initial 12 months then your account will be suspended for 6 months during which you may call Sunrise support and request reactivation. Otherwise your mobile 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.