

Colombia Service – User Guide

by Comcel



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)

Your Colombia SIM card will provide you with a Colombia cellular phone number, which will be provided to you upon activation (see last page).

HOW TO RECHARGE (ADD AIR TIME)

To recharge your Colombia service, please

- Purchase a Comcel recharge card
- Scratch off the protective layer to reveal your voucher code
- Dial *600 from your mobile phone
- Enter your recharge voucher code followed by #
- Your balance will now be topped up and confirmed

MAKING INTERNATIONAL CALLS

To make an international call, simply enter all numbers starting with 00444, 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 0044412133375555.

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, 977 (Nepal) and your new number bar the leading 0 (zero).

BALANCE

To check your balance, please

- Enter *300 and press 'send'
- You will be notified of your balance

CUSTOMER SERVICE

To reach customer service, please

- Dial *611 from your mobile

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

VOICEMAIL

To access your voicemail, please

- Dial *123 from your mobile

SERVICE EXPIRATION

The initial credit of COP 5,000 expires 30 days after activation. The activation date is usually 24 to 72 hours after the date of purchase from Telesial. The service life of your Colombia SIM card (Comcel) is extended every time you load an airtime voucher. Please refer to the section above to check the number of days the service life is extended by.

If you do not use your Colombia SIM card in 2 months (no incoming / outgoing calls) your service will automatically be terminated which means you will need to purchase another SIM card and a new number will be provisioned.

The validity period of your recharge depends on the denomination. Please refer to the table below.

Denomination	Validity Period
COP 10,000 (approx. US\$5.87)	Valid for 30 days after loading
COP 20,000 (approx. US\$11.75)	Valid for 30 days after loading
COP 30,000 (approx. US\$17.62)	Valid for 60 days after loading
COP 50,000 (approx. US\$29.36)	Valid for 60 days after loading
COP 100,000 (approx. US\$58.73)	Valid for 60 days after loading

ATTENTION: COLOMBIA Subscribers

Comunicacion Celular SA Comcel SA (Comcel) has recently required that all subscribers now **provide registration information** in order to register and activate your SIM card. This information needs to be provided to Telesial and we will activate your SIM card prior to you traveling to Colombia.

Please E-Mail all information requested below to simreg@telesial.com (Put your order number in the subject field or your email message)

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

1. **Invoice Number** (in the subject field of e-mail)
2. **ICCID number** (SIM serial number)
3. **Your full name** (as shown on your passport).
4. **Your Passport number**

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 Colombia.

Registration takes up to 72 hours (3-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.)