

Cyprus Service – User Guide

by Areeba



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 Cyprus SIM card will provide you with a Cyprus cellular phone number, which can be found on the back of your Personal Security Card, inside the SIM card package. The number will start with **+357**.

HOW TO RECHARGE (ADD AIR TIME)

To recharge your Cyprus service, please follow the instructions below

- Purchase an Areeba recharge card
- Scratch off the protective layer to reveal your recharge code
- Dial 2020 and listen to the instructions
- Enter the 14 digit recharge voucher code when prompted, followed by #

OR

- Enter *202*(14-digit recharge code)# and press 'yes/ok/send'

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, 357 (Cyprus) and your new number bar the leading 0 (zero).

BALANCE

To check your balance, please

- Dial 2020 and follow the voice prompts

OR

- Enter *202*# and you will be notified via SMS

CUSTOMER SERVICE

To reach customer service, please

- Dial 136 from your mobile

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

VOICEMAIL

To access your voicemail, please

- Dial 121 from your mobile
- When prompted enter your voice messaging code followed by #

OR

- Dial 121(your mobile phone number) from a fixed line
- When prompted enter your voice messaging code followed by #

SERVICE EXPIRATION

The starter pack has a validity period of 30 days. With your first top up, regardless of the amount, you will receive 12 months of validity. With every further top up you will receive a further 12 months. If you do not recharge your Cyprus service within the validity period, all outgoing calls will be barred and you have a 10-day grace period to reactivate your account. After this grace period, you have a further 90 days of incoming calls. The service, credit and Cyprus mobile phone number will expire if you do not recharge within the above mentioned validity periods.