

Czech Republic Service – User Guide

by Eurotel



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 Czech Republic SIM card will provide you with a Czech Republic cellular phone number. Your new Czech Republic phone number can be found on the front or back of the information package. The phone number begins with **+420**.

HOW TO RECHARGE (ADD AIR TIME)

To recharge your Czech Republic service, please follow the instructions below

- Purchase a Eurotel recharge card
- Scratch off the protective layer to reveal your recharge voucher code
- Dial *88 and enter the 14-digit recharge voucher code when prompted
- Confirm the 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. For example, from the US/Canada they should dial 011, 420 (Czech Republic) and your new number bar the leading 0 (zero).

BALANCE

To check your balance, please

- Dial *88 and follow the voice prompts

CUSTOMER SERVICE

To reach customer service, please

- Dial 1188 from your mobile phone

VOICEMAIL

To access your voicemail, please

- Dial *99 from your mobile phone and enter the security code followed by #

Once inside the voicemail menu, you can

- Press 1 to listen to a message
- Press 5 to erase the message
- Press 6 to skip to the next message

SERVICE EXPIRATION

The Go service may be used for 18 months from its last credit voucher recharging. During this period you need to recharge your Go service using a Go voucher. The frequency of the recharging is not limited. Upon each recharge, the validity of your Go service is automatically extended by another 18 months.