

# Germany Service – User Guide

by E-Plus



## 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 Germany SIM card will provide you with a German cellular phone number, which will be provided to you via e-mail once the SIM card is registered with e-plus. For registration instructions, please see the last page of this user guide.

## HOW TO RECHARGE (ADD AIR TIME)

To recharge your Germany service, please

- Purchase a Free & Easy airtime voucher
- Scratch off the protective layer to reveal your recharge voucher code
- Dial 1155 from your mobile phone
- At the German voice prompt press 4
- Enter the 16-digit recharge voucher code followed by #
- A voice prompt in German will repeat the 16-digit recharge voucher code
- Press 1 to confirm and then hang up
- OR
- Enter \*104\*(16-digit recharge voucher code)# and then press 'yes/ok/send'

Your account will be credited within 15 minutes.

In order to change your tariff rates from 'weekdays' to 'weekends', please

- Dial 1155 and at the German voice prompt press 5
- Then select option 3 to change to the 'weekday' plan

## **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, 49 (Germany) and your new number bar the leading 0 (zero).

## **BALANCE**

To check your balance, please

- Dial 1155 from your mobile phone\*

\* A calling rate of EUR 0.46 (US\$0.64) per minute will apply. With the 'weekend-tariff' you will be charged in 10/10-intervals, whereas with the weekday-tariff in 60/10-intervals.

## **CUSTOMER SERVICE**

To contact customer service, please

- Dial 1155 from your mobile phone\*

We are available to you 24 Hours a Day 7 Days a Week.

\* A calling rate of EUR 0.46 (US\$0.64) per minute will apply. With the 'weekend-tariff' you will be charged in 10/10-intervals, whereas with the weekday-tariff in 60/10-intervals.

## **VOICEMAIL**

To activate your voicemail, please

- Dial 9911 from your mobile phone
- At the prompt choose a 4 to 6 digit PIN (four of the same digit, will not work)
- Press the # key to confirm your PIN
- Press 1 to confirm your PIN in German
- Record your name and confirm with 1
- Record a personal greeting and press #, then confirm with 1

To retrieve your voicemail, please

- Dial 9911 from your mobile phone

AND

- Press 1 to listen to a message

- Press 2 to save your message
- Press 3 to delete your message

OR

- Dial +4916399(last 7 digits of your mobile phone number) from any other phone
- At the voice prompt press \*
- Enter your voicemail PIN
- Options 1, 2 and 3 function accordingly

### **SERVICE EXPIRATION**

If you recharge your service with remaining credit still available, prior to the expiration of your service, the call credit as well as activation period will accumulate. You can have a maximum activation period of 12 months only. For more information on how much validity you get for your recharge, please consult the table below.

Recharge Amount	Validity Period
EUR 15 (US\$21.00)	6 months
EUR 20 (US\$28.00)	8 months
EUR 30 (US\$42.00)	12 months

You will be notified via SMS 10 days prior to your service expiration.

After your service expires, family and friends will be able to reach you on your Germany service for a further 2 months.

# ATTENTION: GERMANY Subscribers

e-plus Germany has recently required that all subscribers now **provide a LEGIBLE copy of their passport & driver's license** (*we need to be able read the details, including passport number usually found on the first page and address details on your driver's license*) in order to register and activate your SIM card. Passport information and driver's license may be provided via:

**Preferred: E-Mail:** simreg@telestial.com (Put your order # in the subject field with the scanned attachment of your passport and driver's license). *A scanned image is preferred because the image is ALWAYS clear.*

**Please save your scanned passport & driver's license in .jpeg file compressed!!!**

**FAX:** 1-815-642-0140 Note: if you fax make sure the copy is LEGIBLE.

**You MUST include a cover sheet with: Name, Order Number(s) and Contact Phone.**

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

1. **Invoice Number** (in the subject field of e-mail)
2. **ICCID number** (located on the sim card under the bar code)
3. **Image of your Passport** (details legible)
4. **Image of your Driver's License** (address details)
5. **Address** (Residential or Permanent)

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

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

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 fax/email for confirmation. We do not send automatic registration confirmations. We will contact you if there is a problem with the registration (i.e. illegible passport, missing information, etc.)