

# Germany Service – User Guide

by Vodafone



## 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 Germany SIM card will provide you with a Germany cellular phone number, which can be found beneath your SIM card on your Vodafone welcome letter inside your SIM card package. The number will start with **015**.

## HOW TO RECHARGE (ADD AIR TIME)

To recharge your Germany service, please follow the instructions below

1. Dial 0172 22922 **OR** 22922 from your Vodafone SIM (free call)
2. Enter the 15-digit recharge voucher code
3. Wait for the voice prompt to confirm your top-up

In order to change your tariff rates from 'weekdays' to 'weekends', follow the instructions below

1. Dial 22922 and at the German voice prompt press 5
2. 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 22922\* from your mobile phone

\* A calling rate of EUR 0.46 (US\$0.66) / minute. With Weekend-tariff the charge is in calculated in 10/10-intervals and with Weekday-tariff in 60/10-intervals.

## **CUSTOMER SERVICE**

To contact customer service, please

- Dial 22911 from your mobile phone

We are available to you 24 Hours a Day 7 Days a Week at no extra cost.

## **VOICEMAIL**

To activate your voicemail, please follow the instructions below

1. Dial 5500
2. At the prompt choose a 4- to 6-digit PIN (not four of the same digits)
3. Press the # key to confirm your PIN
4. Press 1 to confirm your PIN in German
5. Record your name and confirm with 1
6. Record a personal greeting and press #, then confirm with 1

To access your voicemail, dial 9911, then

- Press 1 to listen to a message
- Press 2 to save your message
- Press 3 to delete your message

To retrieve your voicemail from a landline, please call +4916399 and the last 7 digits of your mobile number. At the voice prompt press the \* key and enter the voicemail PIN. Once you reach your voicemail, you can select options 1, 2 and 3 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, activation period to a maximum of 12 months only. 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. Validity will depend on the recharge amount: EUR 15 (US\$21) 6 months, EUR 25 (US\$36) 8 months and EUR 50 (US\$72) 12 months.