

Dominica Service – User Guide

by Digicel



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 Dominica SIM card will provide you with a Dominica cellular phone number, which can be found on the back of your SIM card, inside your SIM card package. The number will begin with **767**.

To activate your service, please

- Dial *122# then press 'yes/ok/send' (if you receive a message saying the call cannot be completed, simply try again)
- Hang up after receiving a welcome message
- Your service is now active

HOW TO RECHARGE (ADD AIR TIME)

To recharge your Dominica service, please follow the instructions below

- Locate the recharge voucher code, affixed to your SIM card package*
- Enter *121*(13-digit recharge voucher code)# and press 'yes/ok/send'
- You will receive a confirmation message

*Telestial provides you with a recharge voucher code, that you will find printed on a sticker, affixed to your SIM card package. At your destination, you can add your airtime and may purchase additional airtime in form of scratch cards, where you will need to scratch off the gray protective layer to reveal your 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. Please note, from the US/Canada they do NOT need to dial the prefix, simply, 1767 (Dominica) and your new number bar the leading 0 (zero).

BALANCE

To check your balance, please

- Enter *120# and you will be notified via SMS

CUSTOMER SERVICE

To reach customer service, please

- Dial 100 from your mobile phone

OR

- Dial 1 767 616 3444 from any other phone ¹

¹ Local calling rates will apply.

VOICEMAIL

To access your voicemail, please

- Dial 123 from your mobile phone and follow the voice prompts

SERVICE EXPIRATION

The service life will depend on the denomination you recharge your Dominica service with. Please consult the table below for details.

Recharge Amount	Validity Period
EC\$10 (approx. US\$3.74)	30 days
EC\$15 (approx. US\$5.62)	30 days
EC\$25 (approx. US\$9.36)	45 days
EC\$40 (approx. US \$14.98)	60 days
EC\$70 (approx. US \$26.22)	90 days

After your validity period expires, you have a further three months in which you can receive calls and recharge your account. Should you not recharge within the 3-month grace period, your Dominica service will expire and you will need to purchase a new SIM card in order to continue using your Dominica service.