

# Estonia Service – User Guide

by Simpel



## 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)
7. Load the airtime voucher included with your SIM card.

You can find the voucher code on the sticker on the SIM card or packaging. (Refer to the "HOW TO RECHARGE" section below)

Your Estonia SIM card will provide you with a Estonia cellular phone number, which can be found on the back of your SIM card. The number will start with **519**.

## HOW TO RECHARGE (ADD AIR TIME)

To recharge your Estonia service, please

- Locate the recharge voucher code, affixed to your SIM card package\*
- Dial 1423 and enter the 12-digit recharge code when prompted

\*Telesial 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. For example, from the US/Canada they should dial 011, 372 (Estonia) and your new number bar the leading 0 (zero).

## **BALANCE**

To check your balance, please

- Dial 1433 and listen to the voice prompts

## **CUSTOMER SERVICE**

To reach customer service, please

- Dial 123 from your mobile phone

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

## **VOICEMAIL**

To activate your voicemail service, please

- Dial 123 from your mobile phone

## **SERVICE EXPIRATION**

Your service remains active until your airtime credit is depleted or for a maximum of 5 months after the day you last recharged your account. Should your Estonia service expire for either of the above-mentioned reasons, you enter a 30-day grace period, where you can receive calls and call customer service in order to recharge. If you have remaining airtime credit and recharge within the grace period, the credit will be accumulated.

Failure to recharge your account before the end of the sixth month will result in your Estonia service to be disconnected and recycled. In order to continue using the service, you will need to buy a new SIM card.