

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)

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

- Scratch off the grey protective layer to reveal your recharge voucher code
- Dial 1423 and enter the 12-digit recharge code when prompted

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.