

# Egypt Service – User Guide

by MobiNil



## 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 Egypt SIM card will provide you with a Egypt cellular phone number, which you will receive once you activate your service.

To activate the service, please

- Dial 445 and follow the voice prompts

## HOW TO RECHARGE (ADD AIR TIME)

To recharge your Egypt service, please follow the instructions below

- Purchase an ALO recharge card
- Scratch off the protective layer to reveal your recharge voucher code
- Dial 444 and follow the voice prompts
- Enter your 14-digit recharge number

## 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, 20 (Egypt) and your new number bar the leading 0 (zero).

## **BALANCE**

To check your balance, please

- Dial 445 from your mobile phone

## **CUSTOMER SERVICE**

To reach customer service, please

- Dial 110 from your mobile phone

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

## **VOICEMAIL**

To activate your voicemail, please

- Dial 110 from your mobile phone

To access your voicemail, please

- Dial 777 from your mobile phone

OR

- Dial 012 3777777 from another network or landline

OR

- Dial 717 from another MobiNil subscriber's mobile

## **SERVICE EXPIRATION**

All ALO recharge cards will give you a validity period of 1 month and a grace period of 5 days with exception of the LE5 recharge card, which will give you a validity period of 7 days and a grace period of 1 day.

As long as you recharge your account within either the validity or grace period your balance will be accumulated.

Should you fail to recharge within this time, your mobile service will become irrevocably invalid.