

Spain Service – User Guide

by Lebara



ACTIVATING YOUR SERVICE

This service requires registration before you travel. Please see the last page of this user guide on HOW TO REGISTER your SIM card.

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 Spain SIM card will provide you with a Spain cellular phone number. Your new Spain cellular phone number will be emailed to you 48 hours after sending the complete registration documentation to us. The phone number will begin with **6**.

HOW TO RECHARGE (ADD AIR TIME)

To recharge your Spain service, please follow the instructions below

- Purchase a Lebara recharge card
- Scratch off the protective layer to reveal your recharge voucher code
- Dial 2223 followed by your 16-digit recharge voucher code and #
- Press 'yes/ok/send'

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, 34 (Spain) and your new number bar the leading 0 (zero).

BALANCE

To check your balance, please

- Dial 2224 from your mobile phone
- Then follow the voice prompts

CUSTOMER SERVICE

To reach customer service, please

- Dial 2222 from your mobile phone

OR

- Dial 901 810 810 from any other phone

VOICEMAIL

To access your voicemail, please

- Dial 177 from your mobile phone

OR

- Dial 662 828 662 from any other phone

SERVICE EXPIRATION

Your SIM card will be deactivated after 2 months of you not using your service. You then have a further 1 month in which you can reactivate your SIM card. Failure to do so will result in a permanent deactivation and recycling of your SIM card. In order to continue using your Spain service, you will need to purchase another SIM card.

ACTIVATION REQUEST: Spain (Lebara) SIM card

Spain Lebara has recently required that all subscribers need to register their details and provide a legible copy of their Passport in order to receive a Spain cellular phone number. Please follow the steps below in order to activate your Spain (Lebara) SIM card and receive your Spain cellular phone number via email.

COMPLETE	
Order Number(s)	_____
Address	_____ _____ _____
Phone Number	_____
E-Mail Address	_____
Date of Departure	_____

INSTRUCTIONS

1. Complete this Form by filling in the details above
2. Complete & Sign Form *Spain Lebara Registration Form* (below)
3. Include a **LEGIBLE copy of your Passport** with your submission (* required)

SUBMITTING YOUR REQUEST

Preferred Method Send an E-Mail to **simreg@telestial.com** - Attach legible copies of your Passport, this Form and *Spain Lebara Registration Form* (below).

No E-Mail? Send a Fax to 1-815-642-0140

Feel free to call our Registration department on 1-800-707-0031 20 minutes after sending your email or fax for confirmation. We do not send automatic registration confirmations. We will contact you if there is a problem with the registration (i.e. illegible Passport, missing information, etc.)

Failure to provide the above information will result in a failure of service when you arrive in Spain.

Registration takes up to 72 hours (3 business days) but 24hr is customary.

