

Finland Service – User Guide

by DNA



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 Finland SIM card will provide you with a Finland cellular phone number, which can be found on the back of your SIM card inside the SIM card package. The number will start with **044**.

HOW TO RECHARGE (ADD AIR TIME)

To recharge your Finland service, please follow the instructions below

- Purchase a DNA recharge card
- Scratch off the protective layer to reveal your recharge voucher code
- Dial 'User Service' ¹
- Listen to the voice prompts then press 2 to recharge
- Enter the recharge code when prompted
- Enter the password followed by #

¹ The 'User Service' number has been stored in your phone.

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, 358 (Finland) and your new number bar the leading 0 (zero).

BALANCE

To check your balance, please

- Send 'SALDO' to 126 666
- You will be notified via SMS

CUSTOMER SERVICE

To reach customer service, please

- Dial +358 44 144 044

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

VOICEMAIL

To activate your voicemail, please

- Send 'VOICEMAIL OPEN' to 126 041

Your voicemail number consists of your mobile phone number with the prefix **044 6**.

For example, if your mobile phone number is **044 123 4567**, your voicemail number will be **044 6 123 4567**.

SERVICE EXPIRATION

Your starter package will be valid for 6 months from your first call. The latest date to activate your package is located on the back of your SIM card package in the middle on the bottom.

After 6 months without recharging your service, you will only be able to make emergency calls and calls to User Service and Customer Service.

However you can receive SMS and calls for a further 8 months.

To reactivate your service, simply recharge your service within that period.