

Fiji Service – User Guide

by Vodafone



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 Fiji SIM card will provide you with a Fiji cellular phone number, which can be found on the back of your SIM card inside the package. The number will start with **93**.

To activate your service, please locate the 'Fast Fone Fiji Recharge Card' inside your SIM package and follow the instructions on the card.

HOW TO RECHARGE (ADD AIR TIME)

To recharge your Fiji service, please follow the instructions below

- Purchase a Vodafone recharge card
- Scratch off the protective layer to reveal your recharge voucher code
- Dial 132 from your mobile phone
- Enter your 12-digit recharge voucher code when prompted
- Upon successful entry, a voice will notify you of your new balance

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, 679 (Fiji) and your new number bar the leading 0 (zero).

BALANCE

To check your balance, please

- Dial 131 from your mobile phone

CUSTOMER SERVICE

To contact customer service, please

- Dial 123* from your mobile phone

We are available to you 24 Hours a Day, 7 Days a Week.

* Rates as per plan apply.

VOICEMAIL

To activate your voicemail, please

- Dial 121 from your mobile phone *
- Follow the voice prompts
- Enter the default PIN '1234', when prompted
- Enter and confirm a new PIN of your choice

To access your voicemail, please

- Dial 121 from your mobile phone *
- Listen to your messages
- Press 2 to replay a message
- Press 3 to delete your message

* A calling rate of FJD 0.30 (US\$0.18) per minute will apply.

SERVICE EXPIRATION

Your validity period will depend on your first recharge and can be a maximum of 180 days. If you do not recharge within the initial expiry period, you have a further 30 days to recharge your account. Failing to do so, will result in a permanent and irrevocable termination of your service and mobile phone number. If you wish to continue using your Fiji service, you will need to purchase another SIM card. For detailed information on recharge amounts and their validity periods, please consult the table below.

Recharge Amount

Validity Period

US\$10
US\$20
US\$30
US\$60
US\$100

90 days
180 days
180 days
180 days
180 days