

France Service – User Guide

by Mobiho



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 France SIM card will provide you with a France cellular phone number, which can be found on a sticker on your SIM card.
The number begins with **06**.

HOW TO RECHARGE (ADD AIR TIME)

To recharge your France service, please

- Purchase a Mobiho recharge card
- Dial 551 from your mobile phone and follow the voice prompts
- Enter your recharge voucher code when prompted
- You will receive a confirmation SMS message

OR

- Compose a text message with the voucher code
- Send the text message to 22213

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, 33 (France) and your new number bar the leading 0 (zero).

BALANCE

To check your balance, please

- Send a blank text message (SMS) message to 22213

CUSTOMER SERVICE

To reach customer service, please

- Dial 543 from your mobile phone (charges may apply)

OR

- Dial 0811 600 052 from a fixed line (local call charges apply)

VOICEMAIL

To access your voicemail, please

- Dial 555 from your mobile phone (charges may apply)

SERVICE EXPIRATION

The initial airtime credit of EUR 10.00 (US\$14.26) your France SIM card includes will expire 14 days after you make the first call (or send the first text message).

Once you have recharged your France SIM card using an airtime voucher the expiry date will depend on the recharge amount. For more details, please consult the following table below.

Amount	Validity Period
EUR 10	2 weeks after your first call
EUR 20	1 months after your first call
EUR 30	2 months after your first call
EUR 50	3 months after your first call

If you do not recharge your France service for 60 days after your credit has expired, your France SIM card will automatically be terminated which means you will need to purchase another SIM card and a new number will be provisioned.