

Grenada Service – User Guide

by Digicel



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. If prompted for a PIN, enter 1111

Your Grenada SIM card will provide you with a Grenada cellular phone number. Your new Grenada phone number can be found inside your SIM card package.

HOW TO RECHARGE (ADD AIR TIME)

To recharge your Grenada service, please follow the instructions below

- Purchase a Digicel Flexcard recharge card
- Scratch off the protective layer to reveal your recharge voucher code
- Enter *121*(recharge voucher code)# and then 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.

For cheaper international calls replace the '+' sign with **33**. For example, to call (213) 337-5555 you would dial 3312133375555.

RECEIVING CALLS

Family & friends need to dial the international direct dialing prefix for the country they are calling from followed by your new number. Please note, from the US/Canada they do NOT need to dial the prefix, simply, 1473 (Grenada) and your new number bar the leading 0 (zero).

BALANCE

To check your balance, please

- Enter *120# and then press 'yes/ok/send'

CUSTOMER SERVICE

To reach customer service, please

- Dial 100 from your mobile phone

VOICEMAIL

To activate your voicemail, please

- Dial 123 from your mobile phone

SERVICE EXPIRATION

Your service life depends on the recharge amount as follows:

Recharge Amount	Validity Period
15 US\$	30 days
25 US\$	45 days
40 US\$	60 days
70 US\$	90 days

After these expiration dates, you receive a further 60 days to recharge your account. Failing to do so will result in a loss of your balance and number. In order to continue using your Grenada Digicel service, you will need to purchase a new SIM card.