

Greece 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 Greece SIM card will provide you with a Greece cellular phone number, which can be found on the front of your SIM card activation envelope inside the package. The number will start with **69**.

HOW TO RECHARGE (ADD AIR TIME)

To recharge your Greece service, please follow the instructions below

- Purchase a Vodafone recharge card
- Scratch off the protective layer to reveal your recharge voucher code
- Dial 1252 from your mobile phone and follow the voice prompts

OR

- Dial 6944 40 1254 from any other phone and follow the voice prompts

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, 30 (Greece) and your new number bar the leading 0 (zero).

BALANCE

To check your balance, please

- Dial 1254 from your mobile phone

CUSTOMER SERVICE

To contact customer service, please

- Dial 13830 from your mobile phone *
- Press 9 for an English operator

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

* Calls are charged at 0.12 EUR per call.

** Calls will be charged at a local per minute rate.

VOICEMAIL

To activate your voicemail service, please

- Dial 1251 from your mobile phone

To personalize your voicemail service, please

- Dial 1269 from your mobile phone

To access your voicemail service, please

- Dial 121 from your mobile phone
- OR
- Dial 6944400121 from any other phone
- Enter your mobile phone number followed by the passcode and # when prompted
- OR
- Dial +306944400121 from any phone while you are abroad
- Enter your mobile phone number followed by the passcode and # when prompted

NOTE: If you have forgotten your passcode, you can press the # key, when you are asked for your passcode. You will receive your passcode via SMS shortly.

SERVICE EXPIRATION

Your Greece service will remain valid for 12 months. If you do not place a chargeable call or recharge your Greece service within the 12-month period, your service will be irrevocably recycled. In order to continue using your Greece service, you will need to purchase a new SIM card.