

Guatemala Service – User Guide

by Tigo



ACTIVATING YOUR 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)
7. Enter the recharge voucher code provided with your SIM card

Your Guatemala SIM card will provide you with a Guatemala cellular phone number, which can be found on the last page behind the SIM card.

HOW TO RECHARGE (ADD AIR TIME)

To recharge your Guatemala service, please follow the instructions below

- Purchase a Tigo recharge card
- Scratch off the protective layer to reveal your recharge voucher code
- Enter *333(recharge voucher code)# and 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.

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, 502 (Guatemala) and your new number bar the leading 0 (zero).

BALANCE

To check your balance, please

- Enter *256 ¹
- You will be notified via SMS

¹ At a cost of 1 Q per enquiry.

CUSTOMER SERVICE

To reach customer service, please

- Dial *264 from your mobile phone ²

OR

- Dial 2428 0000 from any other phone ²

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

² A charge of 1.12 Q per call applies.

VOICEMAIL

To access your voicemail, please

- Dial your voicemail number from your mobile phone ³

³ 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

If you do not recharge your account within 30 days any remaining airtime on your account will be forfeit. If you do not credit you account within 60 days, your Mobile phone number will be recycled. The 30-day period begins on the day you arrive in Guatemala and load your first airtime voucher.