

Croatia Service – User Guide

by VIPme



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 Croatia SIM card will provide you with a Croatia cellular phone number, which can be found on the back of your SIM card package. It is the number in **bold**. The number will start with **091**.

To register your Croatia Service, please

- Dial 091 7700 and press 1

HOW TO RECHARGE (ADD AIR TIME)

To recharge your Croatia service, please

- Purchase a VIPme recharge card
- Scratch off the protective layer to reveal your recharge voucher code
- Enter *103*(14-digit recharge voucher code)#

OR

- Dial 091 77 88 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, 385 (Croatia) and your new number bar the leading 0 (zero).

BALANCE

To check your balance, please

- Enter *101# and you will be notified via SMS

CUSTOMER SERVICE

To reach customer service, please

- Dial 091 7700 from your mobile phone

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

VOICEMAIL

To access your voicemail, please

- Dial 091 7000 from your mobile phone

OR

- Dial +385 91 7000 from your mobile phone

OR

- Dial 7000 if you call from VIPnet network

SERVICE EXPIRATION

The validity period will depend on the amount you recharge. Please consult the table below.

Recharge (KN)	Validity Period
50 KN	90 days
100 + KN	180 days

If you spend your credit before expiration of usage, you can still take calls and SMS messages.

Remaining credit will be accumulated and the validity period will be calculated from the higher amount you recharge.

After your Croatia service has expired you have a remaining 270 days to recharge your account by dialing 091 77 88.

If you do not recharge your account within the specified period, your Croatia service will be terminated.