

Ireland Service – User Guide

by o2



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 Ireland SIM card will provide you with an Ireland cellular phone number, which can be found on the back of your SIM card package. The number will start with **086**.

To choose your rating plan, please

- Dial 1747 from your mobile phone once you arrive in Ireland

HOW TO RECHARGE (ADD AIR TIME)

To recharge your Ireland service, please

- Dial 1747 and register your laser / credit card

THEN

- Dial 1747 and choose option number 4

OR

- Enter *104*(top up amount)*(your access 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.

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, 353 (Ireland) and your new number bar the leading 0 (zero).

BALANCE

To check your balance, please

- Enter *100# and wait for a confirmation SMS

CUSTOMER SERVICE

To reach customer service, please

- Dial 1747 from your mobile phone ¹

OR

- Dial 1909 for O2 customer care

OR

- Dial 1850 60 1747 from any other phone ²

OR

- Dial +353 61 203 406 from any phone overseas

OR

- Dial 1747 from your mobile phone whilst abroad

We are available to you 7 days a week from 8 am until 9 pm.

¹ Calls are charged at a rate of 14 cents per call (including VAT)

² Calls are charged at local calling rates.

VOICEMAIL

To access your voicemail, please

- Dial 171 from your mobile phone

To change your personal greeting message, please

- Dial 172 and follow the voice prompts

To change your personal passwords, please

- Dial 173 and follow the voice prompts

To listen to your messages from a landline, please

- Dial your mailbox number ³
- Interrupt the greeting message by pressing # (do this before the beep)
- Enter your personal password followed by #
- Listen to your messages

³ If your mobile number is 086 XXX XXXX then your mailbox number is 086 5 XXX XXXX.

NOTE: Your passwords is set to 0000. We recommend you change this for security reasons. You can do this by dialing 173 and following the prompts.

Whilst in your voicemail menu, you can

- Press 11 to replay a message
- Press 5 to delete a message
- Press 33 to end a message
- Press 3 to fast forward 8 seconds
- Press 1 to rewind 8 seconds
- Press 7 to pause / resume a message
- Press 22 to return the call ⁴

⁴ Calls will be charged at local calling rates as per your plan.

SERVICE EXPIRATION

Your Ireland service is valid for 12 months. In order to keep it active, you will be required to recharge at least once within 12 months. Failing to do so, will result in your mobile phone number to be recycled and any remaining airtime credit becomes forfeit. In order to continue using your Ireland service, you will need to purchase another SIM card.