

Israel Service – User Guide

by Cellcom



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 Israel SIM card will provide you with an Israel cellular phone number, which can be found on the back of your purple Cellcom envelope inside your SIM card package. The number begins with **052**.

To activate your service, please

- Dial *778 and press 0 at the voice prompt

HOW TO RECHARGE (ADD AIR TIME)

To recharge your Israel service, please

- Purchase a Cellcom recharge card
- Dial *777 and press 1
- Enter the recharge voucher code (long number) followed by #
- Confirm this by entering the PIN (short number) followed by #

PLEASE NOTE: Your first recharge can NOT be done from your cellphone. Please refer to the last page of this user guide on how to load your first recharge voucher.

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, 972 (Israel) and your new number bar the leading 0 (zero).

BALANCE

To check your balance, please

- Dial *777 and listen to the voice prompts

CUSTOMER SERVICE

To reach customer service, please

- Dial *333 from your mobile phone

OR

- Dial *778 from your mobile phone
- Wait for the English voice prompt and then press 0

VOICEMAIL

Please contact customer service to enquire about voicemail with your cellular phone and at your location in Israel.

SERVICE EXPIRATION

Your Israel service has an initial validity period of 12 months. To keep your Israel service active, you need to recharge your service at least once within these 12 months. Failing to do so will result in your cell phone number to be recycled and any remaining airtime to become forfeit. In order to continue using your Israel service, you will need to purchase another SIM card.

HOW TO LOAD YOUR FIRST RECHARGE VOUCHER

NOTE: The first voucher you load can NOT be loaded from your own cell phone. To load your first voucher, please follow these instructions.

From another cell phone

DIAL *2112

From a landline phone

DIAL 1-800-211210 ^

^ 08:00-22:00 Monday – Thursday. Free call.

AFTER YOU ARE CONNECTED, PLEASE FOLLOW THESE INSTRUCTIONS

1. Press 2 for English language
2. Scratch off the grey protective layer to reveal your recharge voucher code
3. Enter the recharge voucher code
4. Press 2 to load the credit onto your Israel SIM card
5. Enter your Israel phone number followed by #
6. Enter the denomination noted on the recharge card (usually NIS 55)

YOU CAN NOW START CALLING.

THE NEXT VOUCHER YOU CAN LOAD BY CALLING *2112 DIRECTLY FROM YOUR MOBILE PHONE.