

# India Service – User Guide

by Airtel



## ACTIVATING YOUR SERVICE

**This service requires registration before you travel. Please see the last page of this user guide on HOW TO REGISTER your SIM card.**

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. Dial 121 and select your desired language

Your India SIM card will provide you with an India cellular phone number, which can be found on the reverse side of your SIM card packaging.

## HOW TO RECHARGE (ADD AIR TIME)

To recharge your India service, please

- Locate a vendor with a sign "Airtel Easy Recharge"
- Tell the vendor your India cellular phone number and amount you wish to recharge
- He will credit your phone
- Pay him the specified amount to complete your recharge

## 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, 91 (India) and your new number bar the leading 0 (zero).

## **BALANCE**

To check your balance, please

- Enter \*123# and then press 'yes/ok/send'

## **CUSTOMER SERVICE**

To reach customer service, please

- Dial 121 from your mobile phone

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

## **VOICEMAIL**

To access your voicemail, please

- Dial 121 and follow the voice prompts

## **SERVICE EXPIRATION**

Each time you add airtime to your SIM card, the validity period is extended according to each recharge card. If this credit expires, you then have 60 days to recharge the credit on your SIM card. After this time period, the SIM card will expire and any remaining airtime will be forfeit.

To check your SIM card's validity period, please

- Enter \*124# and then press 'yes/ok/send'

# ATTENTION: INDIA Subscribers

Airtel India has recently required that all subscribers now **provide a LEGIBLE copy of their passport** (*we need to be able to read the details, including passport number usually found on the first page*) in order to register and activate your India SIM card. Passport information may be provided via:

**Preferred: E-Mail:** simreg@telestial.com (Put your **order # in the subject field** with the scanned attachment of your passport). *A scanned image is preferred because the image is ALWAYS clear.*

**Please save your scanned passport in .jpeg file compressed!!!**

**FAX:** 1-815-642-0140 Note: if you fax make sure the copy is LEGIBLE.

**You MUST include a cover sheet with: Name, Order Number(s) and Contact Phone.**

**!!! Important:** Your e-mail / fax must include:

- 1. Invoice Order Number (in the subject field of e-mail)**
- 2. Your Self attested photograph**
- 3. Your Photo proof of identity\* / signature**
- 4. The proof of your address**

**PLEASE SEND ALL YOUR REGISTRATIONS IN 1 FAX OR 1 EMAIL...UP TO 3 PER EMAIL!!!**

Failure to provide the above information will result in a failure of service when you arrive in India.

Registration takes up to 72 hours (3-business days) but 24hr is customary.

**Feel free to call our Registration department at 1-800-707-0031, 20 minutes after sending your fax/email for confirmation. We do not send automatic registration confirmations. We will contact you if there is a problem with the registration (i.e. illegible passport, missing information, etc.)**

\* **The following documents are accepted as proof of identity:** Income Tax PAN Card, Photo Credit Card, Voter ID Card, Passport, Arm's License, Driving License, Identity Card issued by Central / State Government, Identity Card issued by Public Sector Undertakings, Ration Card with your Photo, Government College / University Identity Card

# **In case the proof of identity documentation submitted does NOT contain your address, you MUST submit documentation suitable as proof of address, such as:** Electricity Bill (issued in the last two months), Telephone Bill, (MTNL / BSNL / Airtel - issued in the last two months), Bank Statement / Credit Card Statement (of last two months), RC copy of vehicle, Income Tax Order (not older than 1 year), Registered Rent Agreement, Bank Passbook

**Photograph with customer's signature is compulsory.**