

Italy Service – User Guide

by Vodafone



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. Enter the PIN Code (if required)
7. Start calling

Your Italy SIM card will provide you with an Italy cellular phone number, which you will receive via email after registration or can find out by calling another mobile phone once you are in Italy.

HOW TO RECHARGE (ADD AIR TIME)

To recharge your Italy service, please follow the instructions below

- Scratch off the protective layer to reveal your recharge voucher code
- Dial 42010 from your mobile phone
- When prompted, enter your recharge voucher code
- You will receive a confirmation SMS shortly

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, 39 (Italy) and your new number bar the leading 0 (zero).

BALANCE

To check your balance, please

- Dial 404 from your mobile phone
- You will receive an SMS message with your balance

CUSTOMER SERVICE

To reach customer service, please

- Dial 190 from your mobile phone

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

VOICEMAIL

To access your voicemail, please

- Dial 42020 from your mobile phone

SERVICE EXPIRATION

Your Italy service is valid for 12 months after your last recharge. If you do not recharge for more than 12 months, your balance will be removed and you have one month to recharge in order to keep your number active. Failure to do so will result in the termination of your account. If you wish to continue using your Italy service, you will need to purchase a new SIM card.

ATTENTION: ITALY Subscribers

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

Preferred: E-Mail: simreg@telesial.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 Number** (in the subject field of e-mail)
2. **Legible Copy of your Passport**
3. **ICCID number** (located on the sim card under the bar code).
4. **Address** (Residential or Permanent)

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 Italy.

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.)