

# Jamaica Service – User Guide

by Digicel



## 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 Jamaica SIM card will provide you with a Jamaica cellular phone number, which can be found on the front of your Digicel envelope inside your SIM card package. The number will begin with **876**.

To activate the service, please

- Dial 122 and follow the prompts

## HOW TO RECHARGE (ADD AIR TIME)

To recharge your Jamaica service, please follow the instructions below

- Purchase a Digicel recharge card
- Scratch off the protective layer to reveal your recharge voucher code
- Enter \*121\*(13-digit recharge code)# and 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. Please note, from the US/Canada they do NOT need to dial the prefix, simply, 1876 (Jamaica) and your new number bar the leading 0 (zero).

## **BALANCE**

To check your balance, please

- Enter \*120# and press 'send'
- You will be notified via SMS

## **CUSTOMER SERVICE**

To reach customer service, please

- Dial 100 from your mobile

OR

- Dial 1 888 344 4235 from any other phone

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

## **VOICEMAIL**

To access your voicemail, please

- Dial 123 from your mobile

## **SERVICE EXPIRATION**

The validity of your recharge will depend on the amount you chose to recharge. For further details, please consult the following table below.

Recharge Amount	Validity Period
J\$ 100	21 days
J\$ 200	28 days
J\$ 300	35 days
J\$ 500	42 days
J\$ 1000	120 days
J\$ 5000	150 days

Please remember that you have 60 days in which to top-up your Jamaica Service after the expiration of your last top up. If you fail to do this, your account will be deactivated. You will be able to receive calls but will need to top up in order to make a call. If your account remains dormant for an additional 60 days, your account will automatically be terminated which means you will have to purchase a new SIM card and a new number will be provisioned.