

Jordan Service – User Guide

by UMNIAH



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 Jordan SIM card will provide you with a Jordan cellular phone number, which can be found on your SIM card inside the SIM card package. The number will begin with **96**.

HOW TO RECHARGE (ADD AIR TIME)

To recharge your Jordan service, please

- Purchase an UMNIAH recharge card
- Scratch off the protective layer to reveal your voucher code
- Enter *133*(14-digit recharge voucher code)# 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, 962 (Jordan) and your new number bar the leading 0 (zero).

BALANCE

To check your balance, please

- Enter *133# and then press 'yes/ok/send'

CUSTOMER SERVICE

To reach customer service, please

- Dial 1333 from your mobile phone

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

VOICEMAIL

To access your voicemail, please

- Dial 1336 from your mobile phone

SERVICE EXPIRATION

As long as you place a call once every month and recharge your account once every three months, your account will remain active.