

# Kenya Service – User Guide

by Safaricom



## 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 Kenya SIM card will provide you with a Kenya cellular phone number, which can be found on the front of your SIM card package and on the back of your SIM card inside the SIM card package. The number will start with **07**.

## HOW TO RECHARGE (ADD AIR TIME)

To recharge your Kenya service, please follow the instructions below

- Purchase a Safaricom recharge card
- Scratch off the protective layer to reveal your recharge voucher code
- Enter \*141#(recharge voucher code)# and 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, 254 (Kenya) and your new number bar the leading 0 (zero).

## **BALANCE**

To check your balance, please

- Enter \*144# and wait for a confirmation SMS

## **CUSTOMER SERVICE**

To reach customer service, please

- Dial 100 from your mobile phone

OR

- Dial 020 4272100 from any other phone

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

## **VOICEMAIL**

To access your voicemail, please

- Dial 111 from your mobile phone

## **SERVICE EXPIRATION**

After your airtime has expired you will have 12 months of incoming calls, however you will not be able to make outgoing calls until you add another airtime voucher. If you have not loaded additional airtime within these 12 months, your mobile phone number will be recycled. You will then need to purchase another SIM card. The validity period begins when you arrive in Kenya.