

# Kuwait Service – User Guide

by eeZee



## 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)

Your Kuwait SIM card will provide you with a Kuwait cellular phone number, which you will receive upon activation. The number will start with a **9**.

## HOW TO RECHARGE (ADD AIR TIME)

To recharge your Kuwait service, please

- Purchase an eeZee recharge card
- Scratch off the protective layer to reveal your recharge voucher code
- Enter \*141\*(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, 965 (Kuwait) and your new number bar the leading 0 (zero).

## **BALANCE**

To check your balance, please

- Enter \*142\*# and then press 'yes/ok/send'
- You will be notified via SMS

You can also check the details of your last 3 calls. To do so, please

- Enter \*143\*# and then press 'yes/ok/send'

## **CUSTOMER SERVICE**

To reach customer service, please

- Dial 107 from your mobile phone

## **VOICEMAIL**

To access your voicemail, please

- Dial 117 from your mobile phone

To divert incoming calls while your mobile is switched off, please

- Enter \*\*62\*9690969# and then press 'yes/ok/send'

To divert incoming calls while your mobile is switched on, please

- Enter \*\*61\*9690969# and then press 'yes/ok/send'

To divert incoming calls while your mobile is busy, please

- Enter \*\*67\*9690969# and then press 'yes/ok/send'

To divert all incoming calls, please

- Enter \*\*21\*9690969# and then press 'yes/ok/send'

## **SERVICE EXPIRATION**

The validity period will depend on the amount you recharge your Kuwait service with. Please consult the table below for more details.

Recharge Value	Validity
KD 1.5	7 days
KD 3	30 days
KD 5	60 days
KD 10	120 days
KD 20	1 year
KD 30	1 year

Once your balance is zero or you have reached the expiry date, you can only; make emergency calls; or contact customer service on 107.

Also, during this period you can receive calls from mobile phones for a further 7 days, followed by another 21 days, where you can recharge your account. After this period expires, your account will be deactivated. In case the line is not reactivated within 90 days, the company reserves the right to reclaim it.



# ATTENTION: KUWAIT Subscribers

eeZee 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*) as well as the completed registration form above, in order to register and activate your SIM card. Passport information and filled out registration form may be provided via:

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

**Please save your scanned passport and registration form 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. Filled out Registration Form** (provided above)
- 3. 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 Kuwait.

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.)