

Cayman Islands 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 Cayman Islands SIM card will provide you with a Cayman Islands cellular phone number, which can be found on the left hand side inside your SIM card package. The number will begin with **32**.

To activate the service, please

- Enter *122# and press 'yes/ok/send'

HOW TO RECHARGE (ADD AIR TIME)

To recharge your Cayman Islands service, please follow the instructions below

- Purchase airtime vouchers at local convenience stores or telephone stores
- Enter *121*(recharge voucher 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, 1345 (Cayman Islands) and your new number bar the leading 0 (zero).

BALANCE

To check your balance, please

- Enter *120# and press 'yes/ok/send'
- You will be notified via SMS

CUSTOMER SERVICE

To reach customer service, please

- Dial 100 from your mobile phone

OR

- Dial 623 3444 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 phone

SERVICE EXPIRATION

If you do not make a chargeable call (excluding calls to emergency numbers) at least once in any 3-month period the SIM card will be disconnected and recycled.

Each airtime voucher has a date by which you must register the voucher and use the amount credited to your account. This date is referred to as "Expiration Date" on the particular airtime voucher.

In the event that the expiration date lapses (even if your Account is in credit) and you do not recharge your account with a new airtime voucher within 60 days, the SIM card will be disconnected and recycled. If you add additional airtime credit within these 60 days, any remaining airtime credit will be accumulated and the expiry date of this accumulated credit will be the expiration date of the new airtime voucher.