

Morocco Service – User Guide

by Jawal



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)

To activate your Morocco service, please

- When your phone displays "IAM" you are ready to place and receive calls
- Dial 555 to find out your new Morocco mobile phone number*

OR

- You can find out your new Morocco cell phone number by calling another cell phone in Morocco and viewing the number that appears on the screen of the cell phone you are calling to.

*You will be given your Morocco cell phone number in French and Arabic. We recommend you ask the hotel staff to do this for you. Alternatively, you can find out your new Morocco cell phone number by calling another cell phone in Morocco and viewing the number that appears on the screen of the cell phone you are calling to.

HOW TO RECHARGE (ADD AIR TIME)

Your prepaid Morocco SIM card comes with an initial airtime credit of MAD 30 (approx. US\$3.70). Additional credit is available through the purchase of airtime vouchers, also called reload codes (not another SIM card) in Morocco. Airtime vouchers are available locally in Morocco at local Tabac shops, convenience stores, gas stations, Post offices, Jawal shops and authorized dealers. Airtime vouchers are available in the following denominations:

- MAD 5 (approx. US\$0.62) - No bonus credit
- MAD 10 (approx. US\$1.23) - No bonus credit
- MAD 20 (approx. US\$2.46) - No bonus credit
- MAD 30 (approx. US\$3.69) - No bonus credit
- MAD 50 (approx. US\$6.15) - No bonus credit
- MAD 100 (approx. US\$12.30) - Receive extra MAD 20 (approx. US\$2.46) bonus
- MAD 200 (approx. US\$24.60) - Receive extra MAD 60 (approx. US\$7.38) bonus
- MAD 300 (approx. US\$36.90) - Receive extra MAD 100 (approx. US\$12.30) bonus
- MAD 665 (approx. US\$81.80) - Receive extra MAD 335 (approx. US\$41.20) bonus
- MAD 1200 (approx. US\$147.60) - Receive extra MAD 1300 (approx. US\$160) bonus

Once you buy a top-up card, please follow the instructions below to recharge your prepaid Morocco SIM card:

- Scratch off the protective layer to reveal your recharge voucher code
- Dial 555 and then press 1
- When prompted, enter your 14-digit recharge voucher code

OR

- Compose a text message (SMS) with the 14 digit airtime voucher code starting with #. For example if your 14 digit top-up voucher is 12345678912345, the correct format would be **#12345678912345**
- Send the text message to 555

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, 212 (Mexico) and your new number bar the leading 0 (zero).

BALANCE

To check your balance, please

- Dial 580 from your mobile phone
- Listen to the voice prompts

CUSTOMER SERVICE

To reach customer service, please

- Dial 888 from your mobile phone ¹

To change the language of your service, please

- Dial 555 and follow the voice prompts

¹ A calling rate of MAD 1 (approx. US\$0.12) per minute will apply.

VOICEMAIL

To access your voicemail, please

- Dial 333 free of charge

SERVICE EXPIRATION

If you do not recharge your Chile service within 6 months of activation, your mobile phone number will be recycled. The 6 month period begins on the day you register your Chile prepaid SIM card and load your first airtime voucher.