

# Mexico Service – User Guide

by Telcel



## 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. Break out the SIM Card from the plastic card
2. Then insert this SIM Card in your phone.
3. Make sure your phone battery has been charged
4. Switch your phone on
5. Enter the PIN Code (if required)
6. Load the airtime vouchers included with your SIM card.

You can find the two voucher codes on the sticker on the SIM card or packaging. (Refer to the "HOW TO RECHARGE" section below)

Your Mexico SIM card will provide you with a Mexico cellular phone number, which can be found written on the letter inside your SIM card envelope. The number begins with 044.

NOTE: To change your voice prompts to English, please dial \*333 from your mobile.

## HOW TO RECHARGE (ADD AIR TIME)

To recharge your Mexico service, please follow the instructions below

- Locate the recharge voucher code, affixed to your SIM card package\*
- Dial \*333 and follow the voice prompts
- Enter your recharge voucher code once prompted

\*Telcel provides you with a recharge voucher code, that you will find printed on a sticker, affixed to your SIM card package. At your destination, you can add your airtime and may purchase additional airtime in form of scratch cards, where you will need to scratch off the gray protective layer to reveal your recharge voucher code.

## 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, 52 (Mexico) / (521 for Mexico Mobile) + city code\* and your new mobile number bar the leading 0 (zero).

\* Acapulco 744, Cancun 998, Cozumel 984, Guadalajara 33, Isla Mujeres 998, Los Cabos 624, Mazatlán 669, Merida & Yucatán 999, Mexico City 55, Monterrey 81, Playa del Carmen 984, Puerto Vallarta 322, Riviera Maya 984

## **BALANCE**

To check your balance, please

- Enter \*133# and then press 'yes/ok/send'
- You will receive a notification SMS message shortly

## **CUSTOMER SERVICE**

To reach customer service, please

- Dial \*264 from your mobile phone

We are available to you 7 days a week from 8 am until 9 pm.

## **VOICEMAIL**

To access your voicemail, please

- Enter \*86 and follow the voice prompts #

#The first time you do this, the system will ask you to personalize the voicemail service, with name, greeting message and PIN. When you access your voicemail after the initial call, you'll be required to enter the PIN you chose.

## **SERVICE EXPIRATION**

If you do not recharge your account within 2 months, any remaining airtime balance will expire from your Mexico SIM card. You will have an additional 2 months to add credit to your SIM card and keep the same Mexico cell phone number. After 4 months, if you have not added any airtime credit, your Mexico mobile phone number and SIM card will be recycled. To get connected again you will be required to purchase another SIM card. The 2 / 4 month period starts the day you arrive in Mexico and activate your SIM card.