

Netherlands Service – User Guide

by Telfort



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 Netherlands SIM card will provide you with a Netherlands cellular phone number, which can be found on the back of your SIM card inside the SIM card package. The number will begin with **064**.

HOW TO RECHARGE (ADD AIR TIME)

To recharge your Netherlands service, please

- Purchase an ENTEL recharge card
- Scratch off the protective layer to reveal your voucher code
- Dial 1244 and chose the option to 'Recharge your Account'
- Then follow the voice prompts

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, 31 (Netherlands) and your new number bar the leading 0 (zero).

BALANCE

To check your balance, please

- Enter *100# then press 'yes/ok/send'
- You will see your remaining balance on screen

OR

- Dial 1244 and select 'Check Account Balance'

CUSTOMER SERVICE

To reach customer service, please

- Dial 1200 from your mobile phone ¹

OR

- Dial 06 2600 1200 from any other phone ²

OR

- Dial +316 2600 1200 from outside of Netherlands

¹ A charge of 0.20 Euro per minute will apply.

² Standard call rates to mobiles apply.

VOICEMAIL

To access your voicemail, please

- Dial 1233 from your mobile phone

OR

- Dial 06 2600 1233 from any other phone

OR

- Dial +316 2600 1233 from outside of Netherlands

SERVICE EXPIRATION

Your Netherlands service will be valid for 12 months. If you do not recharge within these 12 months, your remaining credit as well as mobile phone number will expire.