

Norway Service – User Guide

by NetCom



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 Norway SIM card will provide you with a Norway cellular phone number, which can be found on the back of your NetCom envelope containing your SIM card, inside your SIM card package. The number will begin with **984**.

To activate the service, please

- Dial 05053 and follow the voice prompts

HOW TO RECHARGE (ADD AIR TIME)

To recharge your Norway service, please follow the instructions below

- Purchase a NetCom recharge card
- Scratch off the protective layer to reveal your recharge voucher code
- Dial 1999 and follow the voice prompts
- Enter your recharge voucher code when prompted

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, 47 (Norway) and your new number bar the leading 0 (zero).

BALANCE

To check your balance, please

- Dial 1234 and listen to the voice prompts

CUSTOMER SERVICE

To reach customer service, please

- Dial 05050 from your mobile phone ¹

OR

- Dial +47 924 05050 from any other phone ¹

We are available to you 24 hours a day, 7 days a week.

¹ Calls are charged at a rate of EUR 0.75 per call.

VOICEMAIL

To access your voicemail, please

- Dial 1998 from your mobile phone

SERVICE EXPIRATION

Your Norway service has an initial validity period of 12 months. If you do not recharge your Norway SIM card account within these 12 months, your Norway SIM card and phone number will be recycled and any remaining airtime credit will be forfeit. Every time you add additional airtime to your Norway SIM card, the validity period will be extended by a further 12 months.