

Nepal Service – User Guide

by Mero Mobile



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 Nepal SIM card will provide you with a Nepal cellular phone number, which can be found on a sticker on your SIM card. The number begins with **+977**.

HOW TO RECHARGE (ADD AIR TIME)

To recharge your Nepal service, please

- Purchase a Mero Mobile recharge card
- Scratch off the protective layer to reveal your voucher code
- Dial 900 and select option 2
- Enter your 13-digit recharge voucher code followed by #

OR

- Enter *902#(13-digit recharge voucher code)# and then press 'yes/ok/send'
- You will receive a message reading "Your payment is received."

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, 977 (Nepal) and your new number bar the leading 0 (zero).

BALANCE

To check your balance, please

- Enter *901# and then press 'yes/ok/send'

CUSTOMER SERVICE

To reach customer service, please

- Dial 9005 from your mobile phone

OR

- Dial 9809005000 from any other phone

VOICEMAIL

To activate your voicemail, please

- Dial 900 from your mobile phone *

To access your voicemail, please

- Dial 9991 from your mobile phone #

* There is an activation charge of RS 100 (US\$1.45) when activating your voicemail.

Calls to voicemail are charged at the regular airtime rate.

SERVICE EXPIRATION

The validity period depends on your recharge denomination. Please consult the table below.

Denomination	Validity period
RS 50 (US\$0.73)	7 Days
RS 100 (US\$1.45)	14 Days
RS 300 (US\$4.37)	42 Days
RS 500 (US\$7.28)	182 Days
RS 1000 (US\$14.56)	1 Year