

New Zealand Service – User Guide

by Vodafone



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 New Zealand SIM card will provide you with a New Zealand cellular phone number, which can be found on the back of your SIM card package. The number will start with **02**.

Once you arrive in New Zealand and have completed the above steps, dial 777 to choose your prepaid calling plan.

HOW TO RECHARGE (ADD AIR TIME)

To recharge your New Zealand service, please

- Purchase a Vodafone recharge card
- Scratch off the protective layer to reveal your recharge voucher code
- Dial 777 and 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, 64 (New Zealand) and your new number bar the leading 0 (zero).

BALANCE

To check your balance, please

- Dial 777 and follow the voice prompts

CUSTOMER SERVICE

To reach customer service, please

- Dial 777 from your mobile phone

VOICEMAIL

To set up your voicemail, please

- Dial 707 from your mobile phone and follow the voice prompts

To retrieve your voicemail, please

- Press and hold 1 ¹

¹The first time you do this, your mobile may ask you for your voicemail number, which is 707.

SERVICE EXPIRATION

Your New Zealand service needs to be topped up with NZD 20 (US\$15) at least once every 3 months in order for the credit and mobile phone number to remain active.