

Panama Service – User Guide

by Cable & Wireless



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. Be sure that the battery is adequately charged
3. Insert the Panama SIM chip into the cellular phone*
4. Turn on your phone
5. Enter the PIN code^
6. Dial *165 from your Panama SIM card to activate the service
7. You will hear that you have no balance
8. Call *165 again, you will hear your balance
9. Add the B/. 10.00 (US\$10) airtime voucher that came with your package (refer to adding airtime section below)
10. Start calling**

Your Panama SIM card will provide you with a Panama cellular phone number Your Panama mobile phone number is displayed on the label of your SIM card packaging, just below the bar code. Your Panama phone number begins with **6**.

HOW TO RECHARGE (ADD AIRTIME)

To recharge your Panama service, please follow the instructions below

- Locate the recharge voucher code, affixed to your SIM card package*
- Dial *166*voucher number#
- Press send
- For example if your voucher number is 123456789, you must dial *166*123456789# then press the call or send key
- You will hear your new balance and airtime expiry date.

*Telestial 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, 507 (Panama) and your new number bar the leading 0 (zero).

BALANCE

To check your balance, please

- Enter *165# and press 'send'

Your balance will also be given at the end of each call.

CUSTOMER SERVICE

To reach customer service at anytime, please

- Dial 161 from your mobile

VOICEMAIL

To access your voicemail, please

- Dial *111 and follow the voice prompts

SERVICE EXPIRATION

The service life of your prepaid Panama SIM card depends on the last airtime voucher you loaded:

- B/. 5.00 (US\$5) - Valid for 10 days after loading
- B/. 10.00 (US\$10) - Valid for 30 days after loading
- B/. 15.00 (US\$15) - Valid for 45 days after loading
- B/. 30.00 (US\$30) - Valid for 60 days after loading
- B/. 50.00 (US\$50) - Valid for 90 days after loading

If your balance expires and you load an airtime voucher within 15 days of the expiry date, the expired balance can be reinstated. If you do not add airtime within 30 days after your balance expires then your Mobile phone number will be recycled.