

# French Polynesia Service – User Guide

by Vini



## 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. If prompted for a PIN, enter 0000

Your French Polynesia SIM card will provide you with a French Polynesia cellular phone number. Your new French Polynesia phone number will be dynamically assigned to you, once you arrive in French Polynesia.

To activate your French Polynesia service, please

- Dial 222 and press 2 to receive your phone number
- Dial 222 and press 3 to select your language

## HOW TO RECHARGE (ADD AIR TIME)

To recharge your French Polynesia service, please

- Purchase a Vini recharge card
- Scratch off the protective layer to reveal your recharge voucher code
- Dial 222 and press 1 and then follow the voice prompts
- When prompted enter the 14-digit 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, 689 (French Polynesia) and your new number bar the leading 0 (zero).

## **BALANCE**

To check your balance, please

- Dial 223 from your mobile phone

## **CUSTOMER SERVICE**

To reach customer service, please

- Dial 224 from your mobile phone

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

## **VOICEMAIL**

To access your voicemail, please

- Dial 222 and follow the voice prompts

## **SERVICE EXPIRATION**

Your initial call credit will expire within 60 days. Every refill will extend the validity of the SIM card and carry over any remaining airtime balance for another 60-day period up to a maximum of 180 days. If you do not recharge your account within the validity period, your mobile phone number will be recycled and any remaining airtime credit will be forfeit. To get connected again you will be required to purchase another SIM card. The initial 60-day period starts the day you arrive in French Polynesia.