

Philippines Service – User Guide

by Buddy



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 Philippines SIM card will provide you with a Philippines cellular phone number, which can be found on the back of your SIM card inside your SIM card package. The number begins with **94**.

HOW TO RECHARGE (ADD AIR TIME)

To recharge your Philippines service, please follow the instructions below

- Locate the recharge voucher code, affixed to your SIM card package*
- Enter 1510(recharge voucher code) and then press 'yes/ok/send'

*Telesial 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, 63 (Philippines) and your new number bar the leading 0 (zero).

BALANCE

To check your balance, please

- Send '1515' to 214
- You will be notified via SMS

OR

- Dial 1515 and listen to the voice prompts

CUSTOMER SERVICE

To reach customer service, please

- Dial *888 from your mobile phone

OR

- Dial 632 888 1111 from any other phone

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

VOICEMAIL

To activate your voicemail, please

- Dial 100 and enter the default security code of 9999
- Then follow the voice prompts to set-up your voicemail

To access your voicemail, please

- Dial 100 and follow the voice prompts
- Press 1 to listen to your messages

Once inside your voicemail menu, you can

- Press 1 to keep this message and play the next message
- Press 2 to save this message and play the next message
- Press 3 to reply to this message
- Press 5 to delete this message
- Press 7 to redirect this message

SERVICE EXPIRATION

When your account balance reaches zero (0), you are given 120 days to recharge your Philippines service in order to keep your account active.

During this period, you can continue to receive incoming calls and text messages and make outgoing collect calls and calls to toll-free numbers.

Failure to reload within this period will lead to disconnection of your Philippines service and you will be required to purchase a new SIM card.