

Poland Service – User Guide

by Orange



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)

To activate your service, place one outgoing call. Then you MUST recharge within 14 days, otherwise your service will expire.

Your Poland SIM card will provide you with a Poland cellular phone number, which can be found on the back of your SIM card package. The number begins with **5** and is **9** digits in length.

HOW TO RECHARGE (ADD AIR TIME)

You can purchase additional airtime in tabac shops, authorized Orange dealers, as well as convenience stores.

To recharge your airtime credit, please

- Purchase an Orange recharge card
- Scratch off the protective layer to reveal your recharge voucher code
- Follow the instructions on your recharge card

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, 48 (Poland) and your new number bar the leading 0 (zero).

BALANCE

To check your balance, please

- Dial *501

CUSTOMER SERVICE

To contact customer service, please

- Dial *100 from your mobile phone
- Dial 510 100 100 from a land line

We are available to you 24 Hours a Day 7 Days a Week.

VOICEMAIL

To access your voicemail, please

- Dial *501

SERVICE EXPIRATION

Once you placed an outgoing call your service is active and must be recharged within 14 days of activation. After that you are able to place and receive calls for 12 months.