

Portugal Service – User Guide

by TMN



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 Portugal SIM card will provide you with a Portugal cellular phone number, which can be found on the back of the envelope insert containing your SIM card. The number will start with **9**.

HOW TO RECHARGE (ADD AIR TIME)

To recharge your Portugal service, please follow the instructions below

- Visit any post office, kiosk, etc that advertise "Payshop"
- State your 9-digit "Referencia multibanco" number starting with 9*
- You can then top-up your account with the desired denomination

* You can find this number on the same white piece of paper where your PIN, PUK and phone number are printed.

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, 351 (Portugal) and your new number bar the leading 0 (zero).

BALANCE

To check your balance, please

- Enter *#123# and then press 'yes/ok/send'

CUSTOMER SERVICE

To reach customer service, please

- Dial 1696 from your mobile phone

We are available to you 7 days a week from 8 am until 9 pm.

VOICEMAIL

To access your voicemail, please

- Dial 200 from your mobile phone

SERVICE EXPIRATION

Your Portugal service is defaulted to the plan "mimo". To keep your account active, you need to recharge your service at least once every 90 days. Failure to do so will result in a permanent termination of your account. In order to continue using your service, you will need to purchase another SIM card.