

Russia Service – User Guide

by Megafon



ACTIVATING YOUR SERVICE

This service requires registration before you travel. Please see the last page of this user guide on HOW TO REGISTER your SIM card.

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 Russia SIM card will provide you with a Russia cellular phone number, which can be found on top of your welcome letter inside your SIM card package. The number will begin with **+7926**.

HOW TO RECHARGE (ADD AIR TIME)

To recharge your Russia service, please

- Scratch off the grey protective layer to reveal your recharge voucher code*
- Enter *110#(18-digit voucher code)# and then press 'yes/ok/send'

*At your destination, you 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, 7 (Russia) and your new number bar the leading 0 (zero).

BALANCE

To check your balance, please

- Enter *105*1# and then press 'yes/ok/send'

CUSTOMER SERVICE

To reach customer service, please

- Dial 500 from your mobile phone

VOICEMAIL

To activate your voicemail, please

- Enter *105*4*3# and then press 'yes/ok/send'

SERVICE EXPIRATION

In order to keep your Russia service active, you need to add airtime once a month. If your account reaches \$0 (zero) balance, you will need to recharge within 30 days or your account and mobile phone number will be recycled. To continue using your Russia service, you will need to purchase another SIM card.

ATTENTION: RUSSIA Subscribers

MegaFon has recently required that all subscribers now **provide a LEGIBLE copy of their passport** (*we need to be able read the details, including passport number usually found on the first page*) in order to register and activate your SIM card. Passport information may be provided via:

Preferred: E-Mail: simreg@telestial.com (Put your order # in the subject field with the scanned attachment of your passport). *A scanned image is preferred because the image is ALWAYS clear.*

Please save your scanned passport in .jpeg file compressed!!!

FAX: 1-815-642-0140 Note: if you fax make sure the copy is LEGIBLE.

You MUST include a cover sheet with: Name, Order Number(s) and Contact Phone.

!!! Important: Your e-mail / fax must include:

- 1. Invoice Number (in the subject field of e-mail)**
- 2. Your Full Name**
- 3. Departure Date**
- 4. ICCID number (located on the sim card under the bar code)**
- 5. PUK, PUK 1 & PUK 2 (Personal Unlock Codes)**
- 6. Cellphone Number**
- 7. Address (Residential or Permanent)**

PLEASE SEND ALL YOUR REGISTRATIONS IN 1 FAX OR 1 EMAIL...UP TO 3 PER EMAIL!!!

Failure to provide the above information will result in a failure of service when you arrive in Russia.

Registration takes up to 72 hours (3-business days) but 24hr is customary.

Feel free to call our Registration department at 1-800-707-0031 20 minutes after sending your fax/email for confirmation. We do not send automatic registration confirmations. We will contact you if there is a problem with the registration (i.e. illegible passport, missing information, etc.)