

Saudi Arabia Service – User Guide

by Mobily



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:

Once you have arrived at your destination, simply

1. Break out the SIM Card from the plastic card
2. Then insert this SIM Card in your phone
3. Make sure your phone battery has been charged
4. Switch your phone on
5. Enter the PIN Code (if required)
6. Start Calling

Your Saudi Arabia SIM card will provide you with a Saudi Arabian cellular phone number, which can be found on the back of your SIM card inside your SIM package. The number starts with **05**.

HOW TO RECHARGE (ADD AIR TIME)

To recharge your Saudi Arabia service, please follow the instructions below

- Purchase a Mobily recharge card
- Scratch off the protective layer to reveal your recharge voucher code
- Dial 1400
- Enter your 16-digit recharge voucher code followed by # when prompted

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, 966 (Saudi Arabia) and your new number bar the leading 0 (zero).

BALANCE

To check your balance, please

- Dial *1422# from your mobile phone

CUSTOMER SERVICE

To reach customer service, please

- Dial 056 010 1100 from your mobile phone

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

VOICEMAIL

To access your voicemail, please

- Dial 1410 from your mobile phone

SERVICE EXPIRATION

The Saudi Arabia SIM card is initially valid for 120 days once you arrive in Saudi Arabia. Every time you add airtime the validity period will be extended based on the denomination of the voucher purchased. After the validity period is passed, there will be a 15 day grace period when you will still receive calls only. After this period you will have another 60 day period when your account will be inoperable but you may still add airtime at which time your service will be re-activated. After this period your SIM card will expire and you will need to purchase another Mobily SIM card for service.