

# Sweden Service – User Guide

by Telenor



## 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 Sweden SIM card will provide you with a Sweden cellular phone number, which can be found on the front of your Telenor leaflet inside your SIM card package. The number will start with **07**.

## HOW TO RECHARGE (ADD AIR TIME)

To recharge your Sweden service, please follow the instructions below

- Purchase a recharge voucher at a convenience store or gas station
- Dial 220 and select option 2
- At the voice prompt enter your recharge voucher code followed by #

<sup>1</sup> The 'User Service' number has been stored in your phone.

## 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, 46 (Sweden) and your new number bar the leading 0 (zero).

## **BALANCE**

To check your balance, please

- Send 'SALDO' to 126 666
- You will be notified via SMS

## **CUSTOMER SERVICE**

To reach customer service, please

- Dial 020 222 222 from your mobile phone

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

## **VOICEMAIL**

To activate your voicemail, please

- Send 'VOICEMAIL OPEN' to 126 041

Your voicemail number consists of your mobile phone number with the prefix **044 6**.

For example, if your mobile phone number is **044 123 4567**, your voicemail number will be **044 6 123 4567**.

## **SERVICE EXPIRATION**

Your starter package will be valid for 6 months from your first call. The latest date to activate your package is located on the back of your SIM card package in the middle on the bottom.

After 6 months without recharging your service, you will only be able to make emergency calls and calls to User Service and Customer Service.

However you can receive SMS and calls for a further 8 months.

To reactivate your service, simply recharge your service within that period.