

# Ukraine Service – User Guide

by Ace and Base



## 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 (Default 1111)

Your Ukraine SIM card will provide you with an Ukraine cellular phone number, which can be found on the front of your user guide.

## HOW TO RECHARGE (ADD AIR TIME)

To recharge your Ukraine service, please

- Purchase an Ace and Base airtime voucher
- Scratch off the protective layer to reveal your recharge voucher code
- Enter \*433 and press 'yes/ok/send'
- Enter the 14-digit recharge voucher code when prompted followed by #

## 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.

For cheaper international calls replace the '+' sign with **33**. For example, to call (213) 337-5555 you would dial 3312133375555.

## **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, 380 (Ukraine) and your new number bar the leading 0 (zero).

## **BALANCE**

To check your balance, please

- Enter \*455 and then press 'yes/ok/send'

## **CUSTOMER SERVICE**

To reach customer service, please

- Enter \*466 from your mobile phone

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

## **VOICEMAIL**

To access your voicemail, please

- Dial 477 and follow the voice prompts

## **SERVICE EXPIRATION**

If you do not recharge your Ukraine SIM card within 1 year of your initial use, your Ukraine SIM card and phone number will be recycled and any remaining airtime credit will be forfeit. Every time you add airtime to your Ukraine SIM card the validity of your Ukraine SIM card will be extended by another year.