

# United States Service – User Guide

by T-Mobile



## 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. Follow the instructions provided on the T-Mobile \$3.34 Activation Card on how to activate your account.
- 7. Locate your US\$100 voucher code, affixed to your SIM card package\***
- 8. Follow the directions below to add your US\$100 airtime credit**
9. Start calling

Your United States SIM card will provide you with a United States cellular phone number. Your new United States phone number will be provided to you via text message after you complete the activation process..

## HOW TO RECHARGE (ADD AIR TIME)

To recharge your United States service, please

- Dial \*233 and follow the voice prompts
- When prompted, recharge using either a credit, debit or checking card / account / recharge voucher code

OR

- Go to a T-Mobile authorized sales point and recharge on location

OR

- Visit <https://my.t-mobile.com/Login/> and register to recharge online

\*Telesial provides you with a recharge voucher code, that you will find printed on a sticker, affixed to your SIM card package. 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.

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 UK they should dial 00, 1 (United States) and your new number bar the leading 0 (zero).

### **BALANCE**

To check your balance, please

- Enter #999# into your mobile phone
- You will receive an SMS notification message stating your remaining balance

### **CUSTOMER SERVICE**

To reach customer service, please

- Dial 611 from your mobile phone \*

OR

- Dial 1800 937 8997 from any other phone \*

\* Free of charge 24 hours a day, seven days a week.

### **VOICEMAIL**

To access your voicemail, please

- Press & hold 1 for at least 1 second (or until the handset dials the access number)
- Then follow the voice prompts

### **SERVICE EXPIRATION**

Your initial airtime balance of US\$3.34 expires 90 days after activation. If you recharge with a new T-Mobile To Go Card before the initial airtime expires, any unused balance will be extended to your new expiration date. You must add an airtime voucher at least once every 12 months to maintain the same phone number. Any airtime added will extend the validity of the SIM card for another 12 months. Failure to recharge additional airtime will result in the expiration of your T-Mobile prepaid SIM card and any remaining airtime will be forfeit.

## **ATTENTION: T-Mobile Subscribers**

**Please follow these easy steps to activate your T-Mobile SIM Card.**

**Call Customer Care by dialing 1-877-778-2107 from any touch tone phone and follow the voice prompts. This call may take 5 minutes.**

**You can also activate the service online by visiting:  
[www.t-mobile.com/PrepaidActivation](http://www.t-mobile.com/PrepaidActivation)**

**!!! Important:** You will need the following:

- 1. Smart Card Number (don't include the letter "F")**
- 2. 3-digit area code (enter a desired area code)**
- 3. City nearest to you**
- 4. Date of birth (mm/dd/yyyy)**
- 5. IMEI Number (15-digit serial number)**
- 6. Preferred language**
- 7. Activation Code (11-digit number provided with your T-Mobile activation booklet)**

Once this is completed, you will receive your phone number via a text message to your phone.

The US\$10 Initial Airtime will be credited to your account after you receive your assigned phone number.