

Zambia Service – User Guide

by Celtel

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 Zambia SIM card will provide you with a Zambia cellular phone number, which can be found on the back of your SIM card package. The number will start with **099**.

HOW TO RECHARGE (ADD AIR TIME)

To recharge your Zambia service, please follow the instructions below

- Locate the recharge voucher code, affixed to your SIM card package*
- Enter *958*(recharge voucher code)# and press 'yes/ok/send'

*Telestial provides you with a recharge voucher code, that you will find printed on a sticker, affixed to your SIM card package. At your destination, you can add your airtime and 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, 260 (Zambia) and your new number bar the leading 0 (zero).

BALANCE

To check your balance, please

- Dial 959
- You will be notified via SMS

CUSTOMER SERVICE

To reach customer service, please

- Dial 111 from your mobile phone

OR

- Dial +260 97 1911200 from any other phone

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

VOICEMAIL

To access your voicemail, please

- Dial 952 from your mobile phone

SERVICE EXPIRATION

To keep your account active simply make an outgoing call, send an outgoing SMS or add airtime, at least once every 90 days. If there is no action within this time then your mobile phone number will be recycled and any remaining airtime will be forfeit. To get connected again you will be required to purchase another SIM card. The validity period begins the day you arrive in Zambia.