



USER GUIDE

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GETTING STARTED

If you did not purchase a phone with this SIM card please:

Ensure your Phone is Unlocked

For this service to function your phone must be unlocked. When you originally purchased your phone from your network operator, it's possible that your operator "locked" your phone to prevent its use with other operators' SIM cards. If this is the case, please call your network operator and request an "unlock code". They should unlock the phone but there may be conditions or a cost associated with this. You can find out more information about unlocking your phone or purchasing an "unlock" code for your phone by visiting www.unlockingcodesforphones.com.

Insert the SIM card chip

1. Remove your existing SIM card chip and store it in a safe place. The SIM card is located under the battery in most phones. Remove the battery housing (which is normally the back of the phone), and the battery. You should see the SIM card in a metal bracket. Slide out the SIM card chip.
2. Detach the International SIM card chip from its plastic holder. Keep the plastic holder in your purse or wallet because it has your phone numbers and PIN on it.
3. Carefully insert the SIM card chip into the metal bracket where your old SIM card chip was previously located. Replace the battery and secure the battery housing.

Configure your phone if required

Some handset models (iPhone, Samsung or Blackberry Storm) may require you to change the phones settings to use this service outside the US and Canada. Please refer to the Handy Hints (page 10) section for more information.

QUICK START

- Your **US** phone number starts with **+1**
This number is based in the United States. The US number will be automatically sent to you via text message when you activate US Calling.
- Your **Global** phone number starts with **+44**
This number has a United Kingdom International Dialing Code prefix, and is printed on the SIM card.
- You can activate US Calling in one of three ways:
 - i. Visit www.rechargeminutes.com and click on "Activate US Calling" and follow the prompts.
 - ii. Dial the following toll free number of the country you are in (using a landline or payphone), and follow the prompts of our self-service menu

US & Canada	1-888-513-8804
UK	0800-376-2370
Australia	1800-795-252

- iii. Contact our 24/7 Customer Service.
- When turning your phone on in the United States and Canada enter your **PIN** number. Your **PIN** number is 4 digits long and is printed on the SIM card.

Outside the United States and Canada enter **2** followed by your **PIN** number.

Important: Please remember your PIN. Whenever you switch your phone on, you will be asked to enter it. If you enter your PIN incorrectly 3 times your phone will be blocked. You must then enter the PUK to unblock it. The PUK is a number printed on the SIM card, next to the PIN code.

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MAKING A CALL IN THE US AND CANADA

1. Activate US Calling (if you haven't already done so refer to page 3).
2. Turn your phone on and when prompted, enter your 4-digit PIN and press OK. When the phone registers with an available network it is ready for use.
3. Dial the country code (1 for the US and Canada), area code and phone number.

Example 1: To call (213) 337-5555 in the US, you need to dial +12133375555
Example 2: To call 03 9010-0225 in Australia, you need to dial +61390100225

You must dial the country code even if you are making a local or national call and drop the leading zero if the number you are calling has one. **Do not** dial the international direct dialing prefix of the country you wish to call (i.e. 001, 0011, 00).
4. The call will connect normally.

Please Note: Your ability to make outbound calls in the US and Canada hibernates 10 to 28 days after your last call in the US or Canada, however your US number remains active and will receive calls and text messages for up to two months after the last use of the service. You can re-activate US Calling simply by following the activation instructions shown above. Please refer to page 12 for further information

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MAKING A CALL OUTSIDE THE US AND CANADA

1. Turn your phone on and when prompted for the PIN, enter 2 followed by your 4 digit PIN. When the phone registers with an available network it is ready for use.
2. Dial the country code (1 for the US and Canada), area code and phone number.

Example 1: To call (213) 337-5555 in the US, you need to dial +12133375555
Example 2: To call 03 9010-0225 in Australia, you need to dial +61390100225

You must dial the country code even if you are making a local or national call and drop the leading zero if the number you are calling has one. **Do not** dial the international direct dialing prefix of the country you wish to call (i.e. 001, 0011, 00).
3. Press the call key and please wait. Ignore any messages shown on your screen. You will be disconnected for 10 to 30 seconds, and then your phone will call back
4. Answer the call normally. Your call will be connected after a few seconds.

If your phone does not ring back, please try again. Make sure you have entered the correct phone number including the country code and wait for up to 60 seconds for your phone to call back.

If your phone still does not ring back you may need to use Prefix Calling (please refer to **Handy Hints** page11).

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RECEIVING A CALL

There are three ways family & friends can call you at anytime, wherever you may be in the world within our coverage area (irrespective of whether you entered **1** or **2** preceding the PIN when you turned your phone on).

1. They can dial your **US (1)** number (preceded by the international direct dialing prefix for the country they are calling from if they are outside the US).
2. They can dial your **Global (44)** number (preceded by the international direct dialing prefix for the country they are calling from).
3. They can call you toll free (at no charge to themselves).
 - i. They need to dial the following toll-free number for the country they are calling from:

USA	1-866-305-6462	Germany	0800-000-6485
Australia	1-800-261-038	France	0805-101-177
United Kingdom	0808-234-7418	Canada	1-866-305-6462

- ii. At the prompt, they enter your **US (1)** or **Global (44)** number.

VOICEMAIL

Voicemail is automatically enabled on your account. A caller will be directed to Voicemail if you don't answer the call, if your phone is busy or switched off. You will be sent a text message when you receive a Voicemail. To retrieve your Voice-mail messages, dial **121** and follow the voice prompts. To record or change your Voicemail greeting message dial **732** and follow the prompts.

RECHARGE MINUTES ANYWHERE, ANYTIME!

1. **Online:** Go to www.rechargeminutes.com and sign in to your online account with your phone number and PIN to add credit to your service. A minimum recharge value of \$10 applies.
2. **Direct from your phone:** Dial **191** from your phone and press the call, send or OK key. Once connected to the recharge line, simply follow the prompts. Have your credit card handy. This call is free of charge.
3. **Call 24/7 customer service:** Dial **154** from your phone and press the send/answer key. A minimum recharge value of \$30 applies. You can also call customer service using a toll free number from a landline or payphone. Please refer to **Customer Service** (page 19).

AUTO RECHARGE

Auto-Recharge automatically recharges your account with a minimum of US\$30 when your balance falls below US\$5. The automatic recharge is instantaneous and you receive a text message when it occurs.

- To enable, dial **171** and press the call, send or OK key
- To disable, dial **393** and press the call, send or OK key

You will receive a message saying Auto-Recharge is either enabled or disabled. You can enable or disable Auto-recharge at any time, change the minimum balance or the recharge amount by signing into your online account.



BALANCE ENQUIRY

Dial **187** and press the call, send or OK key (ignoring any messages on the screen). Your account balance will be sent in a text message. No charge applies.

TEXT MESSAGES (SMS)

This service supports international text messaging. Simply compose the text message using your phone and enter the number you wish to send the message to. Remember to enter the country code (1 for the US and Canada, 44 for the United Kingdom, 61 for Australia), area code and phone number.

Example 1: To text (213) 337-5555 in the US, you need to dial +12133375555

Example 2: To text 03 9010-0225 in Australia, you need to dial +61390100225

CALLING AND BILLING RECORDS

Records of all your calls, text messages and credit card charges are updated instantaneously in your online account. To access your call records, visit www.rechargeminutes.com and sign in with your phone number and PIN. From the top menu, select "My account" and then "Calling history" or "Billing history".

COVERAGE, RATES AND FEATURES

To find out information on coverage, rates and features applicable to your service visit www.rechargeminutes.com and sign in with your phone number and PIN. From the top menu, select "My account" and then "My service".

CALL FORWARDING FROM YOUR EXISTING NUMBER

You can forward or divert calls from your existing number to your new international roaming phone number by entering a short code in your existing phone.

- Turn your existing phone on.
- Dial ****21*** followed by your new US or Global number, followed by #
For example ****21*13106516161#**
- Press 'call, send or OK'.
- You will either see a message on your screen or receive a text message saying that forwarding has been enabled.
- Turn your phone off and on again for the setting changes to take effect. Calls to your existing number will now be forwarded to your roaming number.
- When you return from your trip, dial **##21#** to disable call forwarding.

Please check with your existing network operator about the cost to forward a call to your new roaming number. For further information on forwarding your existing number visit www.callforwardinginstructions.com.

CALL FORWARDING FROM YOUR NEW SIM CARD

Calls to your US and Global numbers may be forwarded to any other number, including your existing number. The standard rate for this call applies.

- To enable, dial **102** followed by the country code and number you wish to forward to, then press the call, send or OK key
- To disable, dial **103**, then press the call, send or OK key

HANDY HINTS

Configure Your Phone (for use outside the USA and Canada)

- **Motorola Droid and Samsung (Android models)** - Select 'Applications', then select 'SIM Toolkit', then select 'Callback', then select 'Smartphone', then select 'On' and then exit. If no Smartphone option is displayed, select 'Callback mode', then select 'Callback 4', then exit. Try to make a call. If the call is unsuccessful, repeat the procedure and select 'Callback 5' and exit.
- **Samsung (non Android models)** - Select 'Menu', then select 'My Stuff', and/or then select 'Applications', then select 'SIM Services', then select 'Callback', then select 'Smartphone', then select 'On' and then exit. If no Smartphone option is displayed, select 'Callback mode', then select 'Callback4', then exit. Try to make a call. If the call is unsuccessful, repeat the procedure but select 'Callback 5' and exit.
- **HTC (Android models)** - Select 'SIM Toolkit', then select 'Callback', then select 'Smartphone', then select 'On' and then exit. If no Smartphone op-

tion is displayed, select 'Callback mode', then select 'Callback 4', then exit. Try to make a call. If the call is unsuccessful, repeat the procedure but select 'Callback 5' and exit.

- **iPhone** - Select 'Settings', then select 'Phone', then select 'SIM Applications', then select 'Callback', then select 'Smartphone', then select 'on' and then exit. If no Smartphone option is displayed, select 'Callback mode', then select 'Callback 4', then exit. Try to make a call. If the call is unsuccessful, repeat the procedure but select 'Callback 5' and exit.
- **Blackberry Storm** - Select 'Menu', then select 'Setup', then select 'Services', then select 'Callback', then select 'Smartphone', then select 'on' and then exit. If no Smartphone option is displayed, select 'Callback mode', then select 'Callback 5', then exit.

Prefix Calling

- If you are trying to make a call OUTSIDE the USA or Canada, and the call back does not occur or if you hear a message saying the call cannot be completed, please do the following:

Dial ***126*** followed by the country code, area code and phone number, followed by #

Example 1: If you wish to call 0207-943-2772 in the UK, you would dial ***126*442079432772#**

Example 2: If you wish to call (213) 337-5555 in the US, you would dial ***126*12133375555#**

Example 3: If you wish to call 03 9010-0225 in Australia, you would dial ***126*61390100225#**

Please note: When you are making calls in the United States and Canada, do not use *126*. Your service will connect calls normally.

US Calling and US Number

Your ability to make outbound calls in the US and Canada hibernates 10 to 28 days after your last call in the US or Canada. You can re-activate US Calling simply by following the US Calling activation instructions listed on page 3.

Your US number remains active and will receive calls and text messages for up to two months after the last use of the service. If you 'Activate Calling' after this two month period you will automatically receive a new US number (it will be sent to you via text message). You can also pay a monthly fee to extend the life of your US number. Simply visit www.rechargeminutes.com, click on the 'Get number' in the top menu, enter your number and PIN, and click on the 'Keep Number' button (in the Account Status section).

Your Global (44) number is retained indefinitely as long as you recharge minutes at least once every 15 months.

TROUBLESHOOTING

Your phone doesn't display a network:

1. If this is the first time you have used the service, check that your phone is unlocked (visit www.unlockingcodesforphones.com for more information), and that you have configured your phone if required (refer to **Configure Your Phone** page10)
2. Turn your phone off, then on. If you are outside the United States or Canada, make sure you enter **2** followed by the **PIN**. If you incorrectly enter your PIN, you may not pick up a network.
3. Check that you are in a location that has coverage. If you are in remote countryside or are underground, you may not have coverage.

4. If you think you should have coverage, you may need to change the network. Use your phone's menu to view a list of networks, and change to a different network if one is available. You may need to refer to your handset manual for instructions.

5. For further assistance, please contact our Customer Service.

Your phone displays a network, but you can't make a call:

1. Wait 60 seconds and repeat your call. Enter "+" followed by the country code (**1** for the US and Canada), area code and phone number you are trying to call. You must dial the country code even if you are making a local or national call and drop the leading zero if the number you are calling has one (mobile numbers in Europe often have a leading zero for example). Do not dial the international prefix of the country you wish to call, it is not required.
2. If you incorrectly enter your **PIN**, calling may not work. Please turn your phone off, then on again. If you are outside the United States or Canada, make sure you enter **2** followed by the **PIN**.
3. Some networks in certain locations can be unreliable, particularly if you are moving (on a train, bus or car). Use your phone's menu to view a list of networks, and change to a different network if one is available. You may need to refer to your handset manual for instructions.
4. If you are trying to make a call outside the United States and Canada, and the call back does not occur or if you hear a message saying the call cannot be completed, please use Prefix Calling to make the call (please refer to **Prefix Calling** page11).
5. For further assistance, please contact our Customer Service.

ONLINE TRAVEL JOURNAL AND MAP: AN AUTOMATIC RECORD OF YOUR TRIP

You receive a free online Travel Journal and Map with this service. If you have enabled automatic mapping, your online Map will automatically show where you have been. You can enable automatic mapping by dialing **466**. You can disable automatic mapping by dialing **469** at any time.

Use your phone to create your own entries and personalize your Travel Journal. You can compose a text message with status updates or a MMS message (with a photo or audio file attachment) and send it to the Easy Dial number **8888** (for display to family and friends you have invited to access your Travel Journal) or **8555** (for display to the general public). It is a great way to let family and friends know you have arrived safely at your destination.

Alternatively sign in online when you get home or while traveling, and personalize your Travel Journal using our user friendly web tools. You can upload your own photos, select images from our extensive database, upload MP3 or video recordings you have made on your trip, and write about what you did.

Setup automatic email postcards to share your Travel Journal with Family and Friends. Postcards are automatically created based on places you have visited and clicking on them allows your family and friends to view your Travel Journal, see where you are and easily call or text message you. You can also automatically publish your Travel Journal to your Facebook or Twitter account.

To view your Travel Journal, set up family and friend access, or set up Facebook and Twitter publishing, visit www.rechargeminutes.com and sign-in with your phone number and PIN.

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EASY DIAL NUMBERS

187	Account Balance	191	Recharge Minutes
121	Voicemail	732	Record or change your Voicemail greeting message
154	Customer Service	870	Activate US Calling and Get US Number
171	Enable Auto Recharge	393	Disable Auto Recharge
373	Enable Toll Free Forwarding	282	Disable Toll Free Forwarding
8888	Create an Entry in your Online Travel Journal for Friend Viewing	8555	Create an Entry in your Online Travel Journal for Public Viewing
466	Enable Automatic Travel Journal Mapping	469	Disable Automatic Travel Journal Mapping
112	Local Emergency Services	103	Disable Call Forwarding

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CONFIGURING YOUR PHONE FOR PREPAID DATA

Prepaid Data is available in over 100 countries (refer to the website for updates on coverage) and allows you to access the internet, Instant Messaging and email from your phone, and send MMS messages (if your phone has these features).

Your phone must be configured to work with our Prepaid Data service. Visit www.rechargeminutes.com, click on “Configure Data & MMS” and follow the prompts. Alternatively refer to the following instructions for specific phone brands.

iPhone - Tap ‘Settings’, then tap ‘General’, then tap ‘Network’, then tap ‘EDGE’, then select ‘Profile 4’, then enter the APN as ‘**mobiledata**’. Leave the username/password fields blank. Launch the browser.

Motorola Phones - Select ‘Menu’, select ‘Web Access’, select ‘Web Sessions’, select ‘New Entry’, enter a valid homepage: <http://www.google.com/>, enter GPRS APN as ‘mobiledata’, select ‘Launch’.

Nokia phones - Select ‘Menu’, select ‘Settings’, select ‘Configuration’, select ‘Personal Configuration Settings’, enter a new Access Point, select ‘Data Bearer’ and choose ‘Packet Data’, select ‘Packet Data Access Point’, enter APN as ‘mobiledata’, exit to main screen, select ‘Menu’, select ‘Web’, select ‘Go to address’, enter a valid homepage: <http://www.google.com/>

Sony Ericsson phones - Select ‘Menu’, select ‘Settings’, select ‘Connectivity’, select ‘Data Communication’, select ‘Data Accounts’, select ‘New Account’, select ‘GPRS Data’, enter an account name like ‘data’, enter APN as ‘mobiledata’, select ‘Save’.

LG phones – Select ‘Menu’, select ‘Internet’, select ‘Profiles’, select ‘Options’, select ‘Add New’, enter a name, eg ‘Internet’ and select ‘Ok’, in the profiles main menu se-

lect ‘Options’, select ‘Settings’, enter a valid homepage: <http://www.google.com/>, select ‘Bearer’ and choose ‘GPRS’, select ‘GPRS Settings’, select ‘APN’ and enter ‘mobiledata’, return to the ‘Internet’ main menu and select ‘Home’. *This will launch the web browser.

Blackberry – We do not support the prepaid Blackberry email service, although internet access and instant messaging can be configured on your phone. Refer to our website.

Tips

Tip 1: In order to access Prepaid GPRS Data outside the United States you may need to select a different network from the network on which you make and receive calls. Please refer to our website for information on which provider you will need to select.

Tip 2: In order to access Prepaid 3G Data, you must have a 3G phone and you must select the applicable 3G network operator for the country you are in. Please refer to our website for information on which provider you will need to select.

CONFIGURING YOUR PHONE FOR MMS

If your phone has MMS as a feature, you must configure it as well as configuring Prepaid data before using MMS with our Service. Visit www.rechargeminutes.com, click on “Configure Data & MMS” and follow the prompts. Alternatively refer to the following instructions for specific phone brands. (these instructions may not apply to every model of this manufacturer – please refer to your phone manual if the instructions are not applicable).

Please note that this service works for posting MMS messages to your Travel Journal.

iPhone – Tap ‘Settings’, then tap ‘General’, then tap ‘Network’, then tap ‘Cellular data network’, then enter the APN as ‘mobiledata’, then enter the MMS APN as ‘mobiledata’, and then enter MMSC as ‘http://mms.ekit.com:8002’. Leave the other fields blank.

Motorola Phones - Select ‘Menu’, Select ‘Messages’, Highlight ‘Create Message’, Select ‘Options’, Select ‘Setup’, Select ‘Message Setup’, Select ‘Multimedia Msg Setup’, Select ‘Server Info’, Highlight all three pre-configurations (one at the time) and select ‘Options’ then ‘Delete’, Once you see ‘Service1, Service2, Service3’ displayed, highlight ‘Service1’, Select ‘Options’, Select ‘New’, Select ‘Service Name’ and enter ‘ekit MMS’ then select ‘Ok’, Select ‘Server Name’ and enter ‘http://mms.ekit.com:8002’, then select ‘Ok’, Select ‘Web Session Name’, Select ‘Internet’, Select ‘Done’, Select ‘ekit MMS’ and press the middle button or select ‘ok’, Select ‘Back’, Select ‘Done’

Nokia Phones - Select ‘Menu’, Select ‘Settings’, Select ‘Configuration’, Select ‘Personal configuration settings’, Select ‘Options’, Select ‘Add new’, Select ‘Multimedia msg’, Select ‘Server address’, Enter ‘http://mms.ekit.com:8002’, then select ‘Ok’, Select ‘Use preferred access point’, Select ‘No’, when asked to ‘Define access point settings’ select ‘Ok’, Select ‘Access point settings’, Select ‘Bearer settings’, Select ‘Packet data access point’, Enter ‘mobiledata’, Select ‘Back’ three times, Highlight ‘My multimedia ...’, Select ‘Options’, Select ‘Activate’

CONFIGURING YOUR PHONE FOR EMAIL

Please refer to your phone manual for instructions on setting up email, or visit our website.

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CUSTOMER SERVICE

To speak to 24 hour, 7 day Customer Service, dial the access number for the country you are calling from.

United States	1-888-513-8804
Australia	1800-795-252
Belgium	0800-49943*
Canada	1888-513-8804
Denmark	8088-1909*
Finland	0800-112-010*
France	0805-113-721*
Germany	0800-000-6484
Greece	00800-127-115
Ireland	1800-932-275
Italy	800-987-324
Netherlands	08000-023-3597
New Zealand	0800-447-870
Spain	800-098-936
Sweden	0200-884-569
Switzerland	0800-562-733*
United Kingdom	0800-376-2370
United States	1-888-513-8804

* Press 0# to speak to Customer service.

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COUNTRY CODES

Mobile Calling to	Country Code	Mobile Calling to	Country Code	Mobile Calling to	Country Code
Afghanistan	93	Botswana	267	Cyprus (South)	357
Albania	355	Brazil	55	Czech Republic	420
Algeria	213	British Virgin Islands	1 284	DR Congo	243
American Samoa	1 684	Brunei	673	Denmark	45
Andorra	376	Bulgaria	359	Diego Garcia	246
Angola	244	Burkina Faso	226	Djibouti	253
Anguilla	1 264	Burundi	257	Dominica	1 767
Antarctica	672	Cambodia	855	Dominican Republic	1 809
Antigua & Barbuda	1 268	Cameroon	237	East Timor	670
Argentina	54	Canada	1	Ecuador	593
Armenia	374	Canary Islands	34	Egypt	20
Aruba	297	Cape Verde Islands	238	El Salvador	503
Ascension Island	247	Cayman Islands	1 345	Equatorial Guinea	240
Australia	61	Central African Republic	236	Eritrea	291
Austria	43	Chad	235	Estonia	372
Azerbaijan	994	Chatham Island	64	Ethiopia	251
Azores	351	Chile	56	Faeroe Island	298
Bahamas	1 242	Chile (Easter Island)	56	Falkland Islands	500
Bahrain	973	China	86	Fiji	679
Bangladesh	880	Christmas Island	61	Finland	358
Barbados	1 246	Cocos Island	61	France	33
Belarus	375	Colombia	57	French Guiana	33
Belgium	32	Comoros	269	French Polynesia	689
Belize	501	Congo	242	Gabon	241
Benin	229	Cook Islands	682	Gambia	220
Bermuda	1 441	Costa Rica	506	Georgia	995
Bhutan	975	Croatia	385	Germany	49
Bolivia	591	Cuba	53	Ghana	233
Bosnia and Herzegovina	387	Cyprus (North)	357	Gibraltar	350

Mobile Calling to	Country Code	Mobile Calling to	Country Code	Mobile Calling to	Country Code
Greece	30	Kazakhstan	7	Midway Island	1
Greenland	299	Kenya	254	Moldova	373
Grenada	1 473	Kiribati	686	Monaco	377
Guadeloupe	33	Kosovo	381	Mongolia	976
Guam	1 671	Kuwait	965	Montenegro	382
Guantanamo Bay	1	Kyrgyzstan	996	Montserrat	1 664
Guatemala	502	Laos	856	Morocco	212
Guernsey	44	Latvia	371	Mozambique	258
Guinea	224	Lebanon	961	Myanmar	95
Guinea Bissau	245	Lesotho	266	Namibia	264
Guyana	592	Liberia	231	Nauru	674
Haiti	509	Libya	218	Nepal	977
Honduras	504	Liechtenstein	423	Netherlands	31
Hong Kong	852	Lithuania	370	Netherlands Antilles	599
Hungary	36	Luxembourg	352	New Caledonia	687
Iceland	354	Macau	853	New Zealand	64
India	91	Macedonia	389	Nicaragua	505
Indonesia	62	Madagascar	261	Niger	227
Iran	98	Malawi	265	Nigeria	234
Iraq	964	Malaysia	60	Niue	683
Ireland	353	Maldives	960	Norfolk Islands	672
Isle of Man	44	Mali	223	North Korea	850
Israel	972	Malta	356	Northern Marianas	1 670
Italy	39	Marshall Islands	692	Norway	47
Ivory Coast	225	Mauritania	222	Oman	968
Jamaica	1 876	Mauritius	230	Pakistan	92
Japan	81	Mayotte	262	Palau	680
Jersey	44	Mexico	52	Palestine	970
Jordan	962	Micronesia	691	Panama	507

Mobile Calling to	Country Code	Mobile Calling to	Country Code	Mobile Calling to	Country Code
Papua New Guinea	675	Slovakia	421	Ukraine	380
Paraguay	595	Slovenia	386	United Arab Emirates	971
Peru	51	Solomon Islands	677	United Kingdom	44
Philippines	63	Somalia	252	United States	1
Pitcairn Islands	870	South Africa	27	Uruguay	598
Poland	48	South Korea	82	Us Virgin Islands	1 340
Portugal	351	Spain	34	Uzbekistan	998
Puerto Rico	1	Sri Lanka	94	Vanuatu	678
Qatar	974	Sudan	249	Vatican City	39
Reunion	33	Suriname	597	Venezuela	58
Romania	40	Swaziland	268	Vietnam	84
Russia	7	Sweden	46	Wallis & Futuna	681
Rwanda	250	Switzerland	41	Western Samoa	685
Saint Barthelemy	590	Syria	963	Yemen	967
St Helena	290	Taiwan	886	Zambia	260
St Kitts & Nevis	1 869	Tajikistan	992	Zimbabwe	263
St Lucia	1 758	Tanzania	255		
Saint Martin	1 599	Thailand	66		
St Pierre & Miquelon	508	Togo	228		
St Vincent & The Grenadines	1784	Tokelau	690		
San Marino	378	Tonga	676		
Sao Tome	239	Trinidad & Tobago	1 868		
Saudi Arabia	966	Tunisia	216		
Senegal	221	Turkey	90		
Serbia	381	Turkmenistan	993		
Seychelles	248	Turks and Caicos Islands	1649		
Sierra Leone	232	Tuvalu	688		
Singapore	65	Uganda	256		

TERMS OF USE

This service is supplied by ekit.com, directly or through Telestial.com or one of its distribution partners. Your use of ekit.com's services are subject to the following Terms of Use and any operating rules or policies that may be published from time to time by ekit.com. Please read these Terms of Use carefully. By checking the "I have read and accept the Terms of Use" box during registration for an account or by using the Services (as defined below) you agree to be bound by these Terms of Use. If you do not agree with or cannot comply with the Terms of Use, please do not use the Services.

Changes to the Terms of Use

ekit.com may, in its sole discretion, change, add or remove any portion of the Terms of Use at any time by posting new Terms of Use on www.ekit.com (the Site). Your continued use of the Services after such changes are posted will constitute your agreement to such changes.

The Services

ekit.com offers a number of products and services on the Site and through partners, such as global phonecards, international pay-as-you-go mobile phones and SIM cards, toll-free access to send and receive voice messages, email accounts, travel journals and travel tools (collectively, the "Services"). Registration and payment may be required to use the Services. Pre-payment using a credit card is also required for the use of certain Services. ekit.com may require proof of identity prior to the sale of or use of the Services. Eligibility restrictions, if any, will be noted when registering for each Service. ekit.com will keep a record of all Services provided to you.

Mobile Equipment; SIM Card; Telephone Number

You are responsible for your own end material (such as handsets, plug adaptors and chargers) and its proper configuration and installation, in compliance with any regulations and applicable instructions by ekit.com or the manufacturer. You are also responsible for all preparation to install the Service, such as preparing and inserting SIM cards (interface cards) and setting adequate protocols. You agree to follow all instructions to properly insert the SIM card into your mobile phone. You have no right to be assigned or keep a particular phone number. ekit.com has the right to cancel or change any phone number or other address element it may have assigned to you without compensation, if required for operational or technical reasons or as a result of government regulations or new partnerships. ekit.com does not provide mobile phone number or SIM card portability. Any and all rights attached to a phone number assigned by ekit.com to you remain vested in ekit.com. All SIM cards remain the property of ekit.com, which reserves the rights to alter and develop its content as well as claim its return.

GSM Network Coverage

ekit.com offers mobile phone and SIM card users a high degree of coverage via the GSM mobile network. Coverage depends on the network, technical and operational capabilities of the roaming partner. Gaps in coverage may nevertheless be encountered even in areas that are designated as covered, particularly inside buildings or remote areas. Lists and maps of coverage areas are available on the Site. ekit.com will update this information when additional service

becomes available. ekit.com will make every effort to provide a high level of availability for its mobile network. However, ekit.com is unable to guarantee continuous, trouble-free operation of its mobile network or certain transmission times or capacities (SMS, for example). ekit.com reserves the right to service its mobile network at any time, which may result in temporary disruptions. No representations or guarantees are made with regard to availability, quality, operation or support for voice or data communication on third-party networks or with third-party lines.

Modifications to the Site or the Services

ekit.com reserves the right, for any reason, in its sole discretion, to terminate, suspend or change any aspect of the Site or the Services including but not limited to products, services, content, features or hours of availability. ekit.com may impose limits on certain features of the Site or the Services, or restrict your access to part or all of the Site or the Services without notice or penalty.

Charges for the Services

You agree to pay all charges for requested Services in US Dollars. For Services which require pre-payment, you agree to pre-pay for the Service by debiting your credit card the selected amount. The cost of the Service you use will be debited against the prepaid credit using the then current prices for the Service. In the event your charges exceed your pre-paid credit, you agree to pay any amounts owed to ekit.com within seven (7) days from ekit.com's request or ekit.com may immediately suspend the Services. You agree to pay for all charges associated with your account, whether or not the use of your PIN was authorized by you. The charges will be deemed to be correct if they accurately reflect the technical records created by a correctly programmed system. You can request an extract of the Service records in writing (by mail, fax or email) from Customer Service within forty-five (45) days after the disputed charge. ekit.com reserves the right to change the prices for the Services at any time. The current applicable prices, which are quoted in US Dollars, may be found on the Site or by calling Customer Service.

Off Network Usage

Any deliberate off network usage of the service (an attempt to circumvent the normal operation of the service in order to avoid paying for use) is prohibited. Any off network usage that is recorded will incur a separate surcharge (on top of standard rates):

- \$3 per text message
- \$3 per minute to make calls and receive calls

This surcharge may not be billed for to 60 days after actual usage.

Expiration and Service De-Activation

Mobile Phones and SIM Cards

Expiration is when the credit balance in your account is set to zero and the ability to use the service to make or receive calls or text messages is de-activated.

Any credit balance in your account will expire if you have not made a call using your account for a period of six (6) months or if you do not purchase additional calling credit within 1 month of the date of first use (if you haven't already done so at the time of purchase). The credit balance will be re-instated by Customer Service, if you recharge your account within fifteen (15) months or purchase a new SIM card via Customer Service.

Your US number remains active and will receive calls and text messages for up to two months after the last use of the service. If you use the service after this two month period you will automatically receive a new US number (it will be sent to you via text message). You can also pay a monthly fee to extend the life of your US number. Simply visit www.rechargeminutes.com, click on the 'Get number' in the top menu, enter your number and PIN, and click on the 'Keep Number' button (in the Account status section).

Your Global (44) number is retained indefinitely as long as you recharge minutes at least once every 15 months.

After you have received 500 minutes of free calls, any new calls received for free are diverted to voicemail until the next time a recharge of your account occurs or until recharges totaling \$100 or more have been made over the life of the account.

The ability to make outbound calls in the US and Canada (US Calling) is deactivated 10 - 28 days after your last call in the US or Canada, however the +1 number remains active and will receive calls and text messages for up to two months after the last use of the service. To reactivate US Calling simply follow the activation instructions listed in this user guide.

Return/Refund Policy

Mobile Phones and SIM Cards

ekit.com offers a 100% money-back guarantee of the purchase price (excluding shipping and handling charges) on all mobile phones and SIM cards returned to ekit.com within seven (7) days of receipt. ekit.com will not pay for return shipping costs. All returned products must be returned in "like new" condition, with all original boxes and packing materials, components, manuals, blank warranty cards and other accessories provided by the manufacturer. You must repack the product in its original packaging, along with all manuals, accessories and related materials, and place the packaged product in a protective outer box. ekit.com will only accept product returns that are accompanied by a "return number" issued by Customer Service. Please make sure to include your return number in your package. If a mobile phone is returned in an incomplete, scratched or damaged condition, ekit.com reserves the right to refuse to refund the purchase price and the product will be returned to you. Return shipping and handling costs will be billed to your credit card.

Stolen, Lost or Damaged Mobile Phones and SIM Cards

ekit.com does not offer refunds for stolen, lost or damaged mobile phones or SIM cards. However, any remaining calling credit can be transferred if a new mobile phone or SIM card is purchased from ekit.com. Please contact Customer Service to arrange your calling credit transfer.

Used SIM Cards

ekit.com does not offer refunds for used SIM cards.

Repair Policy

Mobile Phones

All defective mobile phones sold by ekit.com must be reported by contacting Customer Service within the following warranty periods:

- Refurbished handsets: within thirty (30) days of purchase

- New handsets: within six (6) months of purchase

Customer Service will then determine if further analysis needs to be performed on the mobile phone and will advise you if it is necessary to send the mobile phone in order to be analyzed and, if required, repaired. Mobile phones must be sent to the designated ekit.com location at your expense. You must return your mobile phone in "like new" condition, with all original boxes and packing materials, components, manuals, blank warranty cards and other accessories provided by the manufacturer. You must repack the mobile phone in its original packaging, along with all manuals, accessories and related materials, and place the packaged product in a protective outer box. If the mobile phone cannot be repaired within thirty (30) days from the date the manufacturer receives it from ekit.com, you may receive a replacement. ekit.com will only be responsible for providing adequate information to receive calls, make outgoing calls, send text messages (SMS), data and to add airtime. All repair and warranty inquiries will be answered when the information is available to ekit.com from its suppliers' service centers.

SIM Cards

All defective SIM cards sold by ekit.com must be reported by calling Customer Service within ninety (90) days of purchase. Customer Service will then determine if further analysis needs to be performed on the SIM card and will advise you if it is necessary to send the SIM card in order to be analyzed. The SIM card must be sent to the designated ekit.com location at your expense. You must return your SIM card in "like new" condition, with all original boxes and packing materials, components, manuals, blank warranty cards and other accessories provided by the manufacturer. You must repack the SIM card in its original packaging, along with all manuals, accessories and related materials, and place the packaged product in a protective outer box. If the SIM card cannot be repaired within thirty (30) days from the date the manufacturer receives it from ekit.com, you may receive a replacement. You authorize ekit.com to load data and software onto your SIM card as required.

No Insurance Coverage

ekit.com will not be liable for, nor shall any adjustment, refund or credit of any kind be made as a result of any loss, damage, delay, misdelivery, nondelivery, misinformation or failure to provide information including, but not limited to, any such loss, damage, delay, misdelivery, nondelivery, misinformation or failure to provide information caused by or resulting from:

(a) delays caused by Customs' clearance procedures or those of other regulatory agencies; (b) delays in delivery caused by adherence to shipping company policies regarding the payment of duties and taxes; (c) ekit.com's inability to provide a copy of the delivery record; (d) ekit.com's failure to notify you of any delay or loss of your shipment and its contents; (e) shipments released without obtaining a signature if the recipient has provided authorization by signing a release delivery authorization and indemnification agreement; or (f) ekit.com's shipping company's failure or inability to attempt to contact the sender or recipient concerning incomplete or inaccurate address; incorrect, incomplete, inaccurate or missing documentation; payment of duties and taxes necessary to release a shipment; or an incomplete or incorrect customs broker's address. ekit.com will also not be liable for any package where our records do not reflect that you made a purchase from us.

Account and PIN

You agree that all account information provided by you is accurate and up-to-date, and you will promptly notify ekit.com of any changes. You are solely responsible for protecting the confidentiality of your PIN and may not disclose your PIN to any other person. You are also solely responsible for all acts and omissions that occur in connection with your account or PIN, whether or not authorized by you. You agree to notify ekit.com immediately if your PIN is stolen or otherwise passes out of your control so that access using the PIN can be terminated. Until you notify ekit.com, you are responsible for all charges associated with your PIN.

com of any changes. You are solely responsible for protecting the confidentiality of your PIN and may not disclose your PIN to any other person. You are also solely responsible for all acts and omissions that occur in connection with your account or PIN, whether or not authorized by you. You agree to notify ekit.com immediately if your PIN is stolen or otherwise passes out of your control so that access using the PIN can be terminated. Until you notify ekit.com, you are responsible for all charges associated with your PIN.

User Conduct

The Site and Services are provided to individuals only. Any unauthorized commercial use or resale of the Site or the Services is prohibited. The use of the Site or the Services to solicit business for any competitive website or service is also prohibited. You are solely responsible for the content and context of any materials you post or submit through the Site or the Services or that are posted or submitted using your account. Please choose carefully what you post or submit. You agree to comply with the Terms of Use and all applicable local, state, national and international laws, regulations, ordinances, and rules when using the Site and the Services. You warrant and agree that while using the Site and the Services, you will not:

- use the Site or the Services in connection with chain letters, junk email, spamming, any duplicative or unsolicited messages (commercial or otherwise), or advertising of any kind;
- harvest or otherwise collect information about others, including email addresses, without their consent;
- create a false identity or forged email address or header, or otherwise attempt to mislead others as to the identity of the sender or the origin of a message;
- upload, post, transmit, distribute or otherwise publish through the Site or the Services unlawful, harassing, defamatory, abusive, threatening, harmful, vulgar, obscene, false, misleading, offensive or otherwise objectionable material;
- upload, post, transmit, distribute or otherwise publish any material that may infringe the intellectual property rights or other rights of third parties, including without limitation, trade marks or copyright;
- upload, post, transmit, distribute or otherwise publish any material that contains viruses, trojan horses, worms, time bombs, cancelbots, or any other harmful or deleterious programs;
- upload, post, transmit, distribute or otherwise publish a photograph of another person without that person's consent;
- solicit personal information from anyone under the age of 18;
- use the Site or the Services to violate any applicable law restricting the export or import of data, software or any other content;
- interfere with or disrupt networks connected to the Site or the Services or violate the regulations, policies or procedures of such networks;
- gain or attempt to gain unauthorized access to the Site or the Services, other accounts, computer systems or networks connected to the Site or the Services, through password mining or by any other means;
- interfere with another member's use and enjoyment of the Site or the Services or another entity's use and enjoyment of similar services;
- use the Site or the Services in any unethical manner or contrary to accepted community standards; or
- engage in or encourage conduct that would constitute a criminal offense or give rise to civil liability.

No Spam

ekit.com will immediately terminate any account that it believes, in its sole discretion, is transmitting or is otherwise connected with any spam or other unsolicited bulk email. In addition to ekit.com's other rights or remedies, you agree to pay ekit.com the sum of five dollars (USD\$5) for each piece of spam or unsolicited bulk email transmitted from or otherwise connected with your account (which is ekit.com's genuine estimate of the damage it would suffer) or ekit.com's actual damages, whichever is greater.

Responsibility for Use of Mobile Lines

You are solely responsible for the content of information and communications transmitted using the Site and the Services. You are responsible for all use of your mobile line, including use by third parties. In particular, you are responsible for the payment of all charges arising in connection with use of your mobile line including goods and services ordered or obtained via your mobile line. PIN/PIN2 and PUK/PUK2 codes and any other security codes that may be assigned should be stored carefully and separately from the mobile phone and the SIM card, and should not be disclosed to anyone. You must comply with all reasonable security procedures and standards with respect to the Service, including activating and periodically changing your PIN code. ekit.com may communicate security issues to you when abuse or misuse is observed or reported by others.

Intellectual Property

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- A physical or electronic signature of person authorized to act on behalf of the owner of an exclusive right that is allegedly infringed;
- Identification of the copyrighted work claimed to have been infringed, or if multiple copyrighted works at a single

online site are covered by a single notification, a representative list of such works at that site;

- Identification of the material that is claimed to be infringing or to be the subject of infringing activity and that is to be removed or access to which is to be disabled, and information reasonably sufficient to permit ekit.com to locate the material;
- Information reasonably sufficient to permit ekit.com to contact the complaining party, such as an address, telephone number, and if available, an electronic mail address at which the complaining party may be contacted;
- A statement that the complaining party has a good faith belief that use of the material in the manner complained of is not authorized by the copyright owner, its agent, or the law; and
- A statement that the information in the notification is accurate, and under penalty of perjury, that the complaining party is authorized to act on behalf of the owner of an exclusive right that is allegedly infringed.

The notification should be sent to:

ekit.com, Inc.
27 Drydock Avenue, Fifth Floor
Boston, MA 02210 USA
Phone: 617-737-3040
Fax: 617-737-3041
Email: info@ekit.com

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Monitoring

You agree that ekit.com has the right, but not the obligation, to monitor, edit, disclose, refuse to post, or remove at any time, for any reason in its sole discretion, any material and content anywhere on the Site or via the Services. Notwithstanding this right, ekit.com does not and cannot review all materials posted by users on the Site or via the Services and ekit.com is not responsible for any materials posted by users.

Submissions

All remarks, submissions, ideas, concepts, pictures or other information you submit to the Site or via the Services will become the exclusive property of ekit.com. ekit.com will not be required to treat any submission as confidential, and will be entitled to use all submissions for any purpose whatsoever, without any compensation to you.

Privacy

ekit.com respects your privacy. For an explanation of our practices with regards to information collected or submitted to the Site or for the Services, please see our Privacy Policy online.

DISCLAIMER OF WARRANTIES

THE SITE AND THE SERVICES, INCLUDING ALL CONTENT, FUNCTIONS, AND INFORMATION MADE AVAILABLE ON OR ACCESED THROUGH THE SITE, ARE PROVIDED ON AN "AS IS," "AS AVAILABLE" BASIS WITHOUT REPRESENTATIONS OR WARRANTIES OF ANY KIND WHATSOEVER, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION NON-INFRINGEMENT, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE. EKIT.COM DOES NOT WARRANT THAT THE SITE AND THE SERVICES, OR THE FUNCTIONS, FEATURES OR CONTENT CONTAINED THEREIN, WILL BE TIMELY, SECURE, UNINTERRUPTED OR ERROR FREE, OR THAT DEFECTS WILL BE CORRECTED. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF CERTAIN WARRANTIES, SO SOME OF THE ABOVE EXCLUSIONS MAY NOT APPLY TO CERTAIN USERS.

LIMITATION OF LIABILITY

IN NO EVENT SHALL EKIT.COM BE LIABLE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES THAT ARE DIRECTLY OR INDIRECTLY RELATED TO THE USE OF, OR INABILITY TO USE, THE SITE, THE SERVICES, OR THE CONTENT, MATERIALS AND FUNCTIONS RELATED THERETO EVEN IF EKIT.COM HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO SOME OF THE ABOVE EXCLUSIONS MAY NOT APPLY TO CERTAIN USERS. IN NO EVENT SHALL THE TOTAL LIABILITY OF EKIT.COM TO YOU FOR ALL DAMAGES, LOSSES AND CAUSES OF ACTION (WHETHER IN CONTRACT OR TORT, INCLUDING BUT NOT LIMITED TO NEGLIGENCE) ARISING FROM THIS AGREEMENT OR YOUR USE OF THE SITE EXCEED ONE HUNDRED DOLLARS (US\$100) IN THE AGGREGATE.

Indemnification

You agree to defend, indemnify and hold ekit.com and its officers, directors, employees, agents, licensees, successors and assigns harmless from and against any and all claims, losses, damages, liabilities, costs and expenses (including reasonable attorneys' fees) incurred or suffered by them in connection with any claim arising out of or related to: (a) your use of the Site or the Services; (b) your breach or violation of any of these Terms of Use; (c) your dispute with another user; or (d) the unauthorized access to any password-protected area of the Site or the Services using your password. ekit.com reserves the right, at its own expense, to assume the exclusive defense and control of any matter otherwise subject to indemnification by you, and you shall not in any event settle or otherwise dispose of any matter without the prior written consent of ekit.com.

Termination

This agreement constitutes a binding agreement between you and ekit.com until terminated by you or ekit.com, which ekit.com may do at any time, without notice, in its sole discretion. Without limiting the foregoing, reasons for termination may include ekit.com's belief that: (a) you have breached the Terms of Use; (b) you are or may become insolvent or bankrupt; (c) an unauthorized person is or may be using your account; (d) you do not have any prepaid credit; (e) your use may be damaging or degrading the integrity of a third party network used by ekit.com; (f) it is required to comply with a government request or order; (g) it is required to perform exceptional facilities' upgrades or maintenance; or (h) it is required to protect ekit.com, the Site or the Services. If you become dissatisfied with the Site or the Services, your only recourse is to immediately discontinue use of the Site or the Services. ALL OUTSTANDING CHARGES WILL BECOME IMMEDIATELY DUE AND PAYABLE TO EKIT.COM UPON NOTICE OF TERMINATION AND IN NO

CIRCUMSTANCES SHALL YOU BE ENTITLED TO ANY REFUND OF PAYMENTS MADE.

Choice of Law; Forum

This agreement shall be governed by and in accordance with the laws of the State of California, without regard to conflicts of law provisions. Any controversy involving ekit.com arising from or in any way related to the Terms of Use or your use of the Site or the Services shall be heard in the appropriate State or Federal court in the City and County of Los Angeles, California and you irrevocably consent to the jurisdiction of such courts.

Notices

Except as explicitly stated otherwise, any notices shall be given by email to ekit.com at info@ekit.com or to you at the email address you provide to ekit.com. Notice shall be deemed given twenty four (24) hours after the email is sent, unless the sending party is notified that the email address is invalid.

General Provisions

If any provision of the Terms of Use is held to be invalid or unenforceable by a court of competent jurisdiction, then such provision shall be enforced to the maximum extent possible so as to effect the intent of the Terms of Use, and the remainder of the Terms of Use shall continue in full force and effect. The failure by either you or ekit.com to exercise or enforce any right or provision of the Terms of Use shall not constitute a waiver of such right or provision. A waiver is only effective in the specific instance and for the specific purpose for which it was given. You agree that any cause of action arising out of or related to the Site, the Services or the Terms of Use must commence within one (1) year after the cause of action arose; otherwise, such cause of action is permanently barred. You cannot assign your rights under the Terms of Use without ekit.com's prior written approval. Except as expressly stated otherwise, the rights and remedies under these Terms of Use do not exclude any other right or remedy provided by law or in equity. The Terms of Use and all registration forms comprise the entire agreement between you and ekit.com and supersedes all prior agreements between the parties, regarding the subject matter contained herein. The Terms of Use have been executed in the English language, which language will be controlling. No translation, if any, of the Terms of Use into any other language will have any effect on the interpretation of the Terms of Use or in determining the intent of the parties. All provisions in the Terms of Use regarding representations and warranties, indemnification, disclaimers, and limitation of liability shall survive the termination of the Terms of Use.

February 2011