

# Global Premium Mobile User Guide



## How to make a call

**1. Enter '+' (hold down the + key until you see a + on your screen).**

Start dialing the number with the '+' for all calls.

**2. Enter the country code, area code and phone number.**

Country code for the US is 1. Example: +12133375555

**3. Press the call key or similar.**

Ignore any messages shown on your screen such as 'Call barred; Call blocked; Not allowed' or similar. You will be disconnected for 10-30 seconds then your phone will call back.

**4. Answer the call normally.**

Your call will be connected after a few seconds.

**5. Hang up once you finish the call.**

## Recharge minutes anywhere, anytime

- Online: Go to [www.rechargeminutes.com](http://www.rechargeminutes.com)
- Dial 191 from your mobile phone or
- From a landline or payphone dial the toll-free number of the country you are calling from and follow the voice prompts:

Australia	1-800-795-252	Italy	800-987-324
Austria	0800-677-750	Netherlands	0800-023-3597
France	0805-113-721	Spain	800-098-936
Germany	0800-000-6484	Switzerland	0800-834-578
Greece	00800-127-115	United Kingdom	0800-376-2370
Ireland	1-800-932-275	United States	1-888-513-8804



## How to contact me while I'm away

**My mobile number is:**

**1. Dial toll free from a landline or payphone:**

In the US & Canada dial **1-866-305-6462**

**2. Listen to the voice prompts and enter my mobile number.**

Or you can call me direct:\*

From the **US / Canada** dial 011 before my mobile number.

\* International call charges apply.

## Easy dial numbers

**121** - Voicemail†

**187** - Account Balance

**154** - Customer Service†

**191** - Recharge Minutes

† A per minute rate applies.

## Handy Hints

- **When making calls always make sure the + sign is entered before the number (refer to point 1 under the 'How to make a call' section).**
- When calling to or within a country always dial the country code. (i.e. 1 for the US & Canada, 61 for Australia, 44 for the UK, etc.)
- **If your mobile does not ring back when you are making a call, repeat steps 1–4 in the 'Making calls' section.**
- You can always contact 24/7 Customer Service from a landline or payphone if you need assistance.

For more information, please visit the **My Service** section when you sign in at [www.rechargeminutes.com](http://www.rechargeminutes.com)

## Global Premium Frequent Users

### Frequent users receive 50% BONUS calling time!

As soon as you spend over US\$200 on calling time, you become a Global Premium Frequent User.

As a frequent user, you will receive 50% more calling time each time you recharge your minutes.

For example, if you recharge US\$100 you will receive additional calling time of US\$50!

EKT170 Mar07

## How to contact me while I'm away

I can receive calls toll-free for up to 45 minutes only. After that, I start paying a surcharge per minute, but it costs nothing for you to call me!

If you want to **buy me some minutes** so you can keep calling me toll-free just go to [www.rechargeminutes.com](http://www.rechargeminutes.com)

**Remember my mobile number is:**

