



Talk Abroad® International SIM Card User's Guide

My Phone number is: 011 44 787 _____

My PIN Code is: 12345

Contact Cellular Abroad **toll-free**,
24/7 over the Talk Abroad Network: 154

From any other phone: +1 310 862 7100

PLEASE READ THESE INSTRUCTIONS CAREFULLY BEFORE LEAVING ON YOUR TRIP!! If you run into problems, it's imperative that you call or email us. (Use a hotel phone or calling card if necessary.)

Useful Short Cuts-Numbers

You may dial these easy, 3-digit short cut numbers directly from your GSM handset in order to access your voice mail, to add credit or check your balance, or to call Cellular Abroad

Short Cuts	Description	Charges and Surcharges
154	Cellular Abroad support hot line	FREE
123	Your voice mail box	Cost of calling Zone 1
108#	Balance inquiry	FREE
*#100#	Phone number reminder	FREE

1. Introduction

Congratulations on your purchase of the Talk Abroad International SIM Card from Cellular Abroad. Our goal is to provide every customer with an exceptional yet inexpensive solution for international cell phone service. The Talk Abroad® prepaid solution allows you to benefit from a GSM service with availability in over 160 countries while staying in full control of your mobile communication costs. Please take the time to familiarize yourself with the contents in this user's guide before your departure. **If you have a question that you can't find the answer to in the following pages, please check our FAQ's at www.cellularabroad.com.** For additional support, you can e-mail our information desk at info@cellularabroad.com, call us toll-free, 24/7 at 1-800-287-5072 from within the United States and Canada, or at +1-310-862-7100 from overseas. While using the Talk Abroad® service, you can reach our offices 24/7, just by dialing 154 from your handset. Calls to the 154 hot line made from the handset are toll-free. **Please do not expect toll-free service to our 310 or 1-800 numbers if you are calling from your handset!**

The Talk Abroad® SIM card comes preloaded with 30 minutes worth of outgoing call credits (for most popular destinations). You can buy additional call time for your Talk Abroad® prepaid account through Cellular Abroad by calling 1-800-287-5072 within the United States and Canada, or +1-310-862-7100 from overseas, or by dialing 154 on your handset. Additional credit for the Talk Abroad® can also be ordered by email at support@cellularabroad.com or online at www.cellularabroad.com.

2. How do I start?

Installing the SIM

If you purchased the Talk Abroad® SIM card by itself or if you received it with the SIM chip still in the SIM card, you will need to insert the SIM chip into your phone. Consult your manual if unsure how to do this. The PIN-check is active by default, so you must enter the default PIN code (12345) to continue. PIN number prompts can be deactivated by following the instructions in Section 3.

Testing the Phone

Turn on your phone. (Make sure your battery is charged. If it's a new phone, please fully charge your battery per manufacturer's instructions.) As soon as you see the operator logo on your phone display you are ready to make calls! If you are in the United States, you must be in an area with GSM coverage and, if your phone does not automatically switch bands, the network must be set to the 1900 MHz frequency. Consult your handset manual to learn more about changing networks. Remember to return the GSM band selection to the correct band setting for your foreign destination. You can learn more about foreign GSM providers at www.gsmworld.com. In the US, you can call your international phone number and hear the phone ring, but if you pick up, be advised that it will cost over \$2 for each minute or portion of a minute.

Your first outgoing call activates the service.

3. My PIN & PUK codes

Talk Abroad® SIMs come with active PIN-checks, so you may wish to disable this feature in the phone menu. The PIN-check feature is designed to protect your SIM from unauthorized use, but most people find it too obtrusive. The user guide of your phone has more info on the PIN-check feature. You can find the PIN lock/PIN check feature in the “Security” settings on most handsets. If the PIN-check feature is enabled, it will ask you to enter your PIN code every time you switch on your phone. The PUK code is for if you forget your PIN-code. Very few people ever use this function.

If you enter the wrong PIN code 3 consecutive times, your phone will be blocked until you enter your PUK code. If the PUK code is entered wrong more than 10 times, your SIM card will be permanently locked.

4. Making and Receiving Calls

Making calls with your Talk Abroad® is simple. There are some important things to know:

1. **You must have \$1 call credit on your prepaid account to make outgoing calls.** You can receive incoming calls for free, even if you have run out of call credit.
2. Always dial numbers with the correct **international and country specific dialing code** (see below example) even if you are calling within the same country!
3. After dialing the requested number, you will be **briefly disconnected** and receive **a call back**. **Note: It is common to receive a “Call Barred”, “Network Busy”, “Number not allowed” or similar error message at this point.** This is a function of the local carrier’s network and does not affect the call. **Do not hang up!** You will receive a call within 45 seconds. Answer normally as when receiving a call and you will be connected.
4. To call your Talk Abroad® phone from the United States, one would dial 011-44-787 and your individual seven-digit number. Note that your phone number is based in the United Kingdom; this is where the Talk Abroad® network is based.

How to make a call:

1. For most phones, simply enter the full phone number you are calling, starting with 00 (or the equivalent “+” sign, normally obtained by pushing and holding the 0 button), followed by the country code, the area code, phone number and the # key (Ex. enter 00 39 06 311 3315# to make a call to Rome (06) in Italy (39). To call Cellular Abroad in the US, you can dial 00-1-310-862-7100#.)
2. Press the Send, Talk or OK key (depending on your phone) to initiate the call.
3. After dialing, your phone display will show any one of the following: “Not Available” “Not Allowed” and then “Please Wait” followed by a “Calling” notification message.
4. Wait a few moments for the call back and answer the call as you would for an incoming call.
5. After a short delay, the connection will be setup and the phone will start to ring on the other side.
6. When done talking, or if there is no answer, hang up by pressing the END-key

Note: When dialing international numbers, you will usually omit the first digit of a non-US phone number if the number starts with an “0”.

Receiving a call as follows:

1. When the phone rings, pick it up with the SEND key
2. When done talking hang up by pressing the END key

In order for someone to call your Talk Abroad® cell phone number from the USA, the correct sequence is 011 44 787, then the 7 digit cell phone number (ex. 011 44 787 1234567). Please be sure to inform anyone who has your Talk Abroad® cell phone number as to the proper dialing sequence in order to insure you receive your calls. If your phone is not switched on, or unanswered after 30 seconds, it will forward the call to your voicemail.

If anyone is unable to reach your number using their regular long-distance service (from whatever country they might be in), we suggest they try a per-call service or an alternative long-distance solution.

5. How do I check my call credit?

You can check your credit balance as often as you would like by dialing *108*# followed by the SEND key. You will immediately receive a text notification displaying your balance, which is in \$USD. Alternately, you can contact Cellular Abroad customer service by dialing 154 followed by the SEND key. Both service numbers are toll-free.

6. How do I recharge my account? (Add call credit)

When you are overseas, you may add call credit in USD \$29 increments to your Talk Abroad® account by speaking to our live customer support team; simply dial 154 followed by the SEND key on the handset. Our Talk Abroad® hot line is a 24/7 toll-free service available only to Talk Abroad® customers.

You can easily purchase more credit from WiFi access points and internet cafes all over the world at the Talk Abroad® recharge portal on our website: www.cellularabroad.com/ta_recharge.php.

It is very important when calling Cellular Abroad that the caller identifies him/herself properly by their individual Talk Abroad® invoice #, phone #, or first/last name on the invoice. We may ask additional security questions before verifying your order. Please also provide the last 6 digits of the phone number. Make sure to have this information before placing your call. Additional credits can be purchased during any time, either before or during your trip. Please remember that call credit for your Talk Abroad® phone can only be purchased directly from Cellular Abroad.

7. Using your voice mail

Your Talk Abroad® Phone voice mail account is automatically enabled with a standard default greeting. All calls will be diverted to your voice mail if you do not answer your phone, or if your phone is switched off, or if you are in an area with no cell phone coverage. You'll receive an SMS alert any time you receive a new voice-mail.

Note: Calls to your voicemail system are not free. You will be charged the per-minute rate of a call to Zone 1, be sure you have enough credit to check your voicemail before you call.

7.1 Listening to your voice messages

You can listen to your voice-mail messages by calling your voice-mail box. Dial 123 and press the SEND key to access your voice mail. The automatic voice prompt will relay your messages in the order they were received. To save an individual message, dial 1, to repeat the message, dial 2, and to delete the last message, dial 3. When you are done listening to your voice mails, just hang up by pressing the END-key.

7.2 Diverting calls to voice mail

Default forwarding to voice mail happens when

1. Calls are unanswered after approximately 35 seconds.
2. The phone is busy
3. The number is unreachable.

8. Text Messages

SMS messaging costs \$0.60 per outgoing message from any Zone, and are free to receive. Receiving SMS works with most operators, but if you are unable to make or receive messages, you can change the network that your phone is receiving in the "Settings" menu option. More information about changing networks can be found in the Troubleshooting guide below.

9. In what countries will my phone work?

The Talk Abroad® network currently operates in over 150 countries, territories, and areas of special interest (the full country list can be found on page 5). We are constantly expanding the number of countries where you can use your phone so please do check our website to get the latest updates at www.cellularabroad.com.

10. Service Life

Your Talk Abroad® SIM Card is good for a year from the last time you purchased call credit. Make sure you purchase an additional recharge credit from www.cellularabroad.com at least once every twelve months to keep your Talk Abroad® account active. If your account expires, call 1-800-287-5072 to speak to one of our customer service representatives and inquire about reactivating your account for a nominal fee.

11. Troubleshooting

If you are experiencing problems, please read this section carefully before calling the customer hotline (154 or 1-310-862-7100). We cannot give you a credit for any problems experienced if you fail to let us know while you are having the problem. Please use an alternate phone, calling card or relay through a friend if you are unable to reach us through the Talk Abroad® network.

Cannot Make Calls:

Make sure your SIM card is properly installed. If unsure, check your phone's user guide. If purchased from Cellular Abroad as a phone package, check the SIM card installation; the SIM card may come loose during transit.

Our phones have all been reset to use manual frequency detection, but if you are unable to receive a network on your phone, make sure that you are on the correct frequency—1900 MHz for the US, Mexico and Canada, 900/1800 for Europe, Africa, Asia and Australasia. If you still have problems, do a manual search for a network according to the instruction booklet pertinent to the phone. Since you are roaming, you will have several networks to choose from in most countries.

Dial *108*# in order to ensure you have sufficient call credit. If you have zero credit, you will only be able to receive calls.

12. Rates and Coverage

Note: your Talk Abroad® phone number does not change, regardless of the country you are in. (List of zones and countries below.)

Base outgoing rate per minute		From			
		Zone 1	Zone 2	Zone 3	Zone 4
To	Zone 1	\$0.90	\$1.45	\$1.95	\$2.70
	Zone 2	\$1.45	\$2.00	\$2.50	\$3.25
	Zone 3	\$1.95	\$2.50	\$3.00	\$3.75
	Zone 4	\$2.30	\$2.85	\$3.35	\$4.10

- All incoming calls in Zone 1 are FREE!
- All outgoing SMS messages are \$ 0.60 (160 characters)
- Billing increments: 60 seconds
- Surcharge for outgoing calls to any mobile phone: \$ 0.25 per minute.

12.1 Outgoing rate examples

	Making calls using the Talk Abroad® SIM card	Base rate	Surcharge	Total rate/min.
Zone 1	Spain to US landline	\$0.90	\$0.00	\$0.90
	Italy to US cell phone*	\$0.90	\$0.25	\$1.15
	Austria to another Talk Abroad® in Zone 1	\$0.90	\$0.25	\$1.15
Zone 2	US to US landline	\$2.30	\$0.00	\$2.30
	US to US cell phone*	\$2.30	\$0.25	\$2.55
	Hong Kong to US landline	\$1.45	\$0.00	\$1.45
Zone 3	Thailand to an Indonesia** landline	\$2.00	\$0.00	\$2.00
	Thailand to an Indonesia** cell phone*	\$2.00	\$0.25	\$2.25
	China to US landline	\$1.95	\$0.00	\$1.95
Zone 4	China to Indonesia** landline	\$2.50	\$0.00	\$2.50
	China to Indonesia** cell phone*	\$2.50	\$0.25	\$2.75
	US to US landline	\$2.70	\$0.00	\$2.70
	US to Indonesia** landline	\$3.25	\$0.00	\$3.25
	US to Indonesia** landline	\$3.25	\$0.25	\$3.50

* = \$0.25/min. call to a cell phone surcharge

** = Zone 2 country

12.2 Incoming rates

	Receiving calls with the Talk Abroad® SIM card	Total rate/min.
Zone 1	Receiving Incoming calls in all Zone 1 countries	\$0.00
Zone 2	Receiving Incoming calls in Zone 2 countries†	\$0.90
Zone 3	Receiving Incoming calls in Zone 3 countries†	\$1.95
Zone 4	Receiving Incoming calls in all Zone 4 countries	\$3.00

† = Some countries in Zones 2 & 3 do not incur any incoming call charges. See country list on page 5

12.3 Countries, Territories, and Areas of Special Status and Their Dialing Codes.

Below is a guide to the 4 Zones and the countries and territories covered under the Talk Abroad Network. Using this with the rates and coverage guide at the start of section 12 will give you a rough idea of how much it costs to call locally and internationally in each country. More accurate information can be found by using the rate calculator on our website at www.cellularabroad.com.

Zone 1 In the following countries you will have about 32 minutes of outgoing call credit with each \$29 recharge voucher you purchase. Incoming calls in Zone 1 are FREE!	Country Codes	Zone 2 In the following countries you will have about 20 minutes of outgoing call credit for each \$29 recharge voucher you purchase. Incoming calls in Zone 2 are \$0.90/min.	Country Codes	Zone 3 In the following countries you will have about 14.9 minutes of outgoing call credit for each \$29 recharge voucher you purchase. Incoming calls in Zone 3 are \$1.95/min.	Country Codes	Zone 4 In the following countries you will have about 12.6 minutes of outgoing talk time with each \$29 recharge voucher you purchase. Incoming calls in Zone 3 are \$3.00/min.	Country Codes
Australia	0061	Albania	0035	Afghanistan	0093	Anguilla	001264
Austria	0043	Algeria	00213	Armenia	00374	Antigua/Barbuda	001268
Azerbaijan	00994	Belarus	00375	Bangladesh	00880	Argentina	0054
Bahrain	00973	Bolivia	00591	Burkina Faso	00226	Aruba	00297
Belgium	0032	Brunei Darussalam	00673	China	0086	Barbados	001246
Bosnia/Herzegovina	00387	Burundi	00257	Congo	00242	Bermuda	001441
Botswana	00267	Cameroon	00237	Ecuador	00593	Bhutan	00975
Brazil	0055	Chile	0056	Equatorial Guinea	00240	Cambodia	00855
Bulgaria	00359	Congo Dem. Rep	00243	Ethiopia	00251	Canada	001
Croatia	00385	El Salvador	00503	Fiji Islands	00679	Cayman Islands	001345
Cyprus	00357	Faeroe Islands*	00298	Gabon	00241	Dominica	001767
Czech Republic	00420	French Guiana	00594	Guadeloupe	00590	French Polynesia	00689
Denmark	0045	Gambia	00220	Indonesia	0062	Grenada	001473
Egypt	0020	Georgia	00995	Iraq	00964	Jamaica	001876
Estonia	00372	Guam	001671	Kazakhstan	007	Laos	00856
Finland	00358	Guyana	00592	Kuwait	00965	Macau	00853
France	0033	Haiti	00509	Kyrgyzstan	00996	Mayotte Island	00262
Germany	0049	Hong Kong	00852	Liechtenstein	00423	Mexico	0052
Ghana	00233	Ivory Coast	00225	Malaysia	0060	Myanmar/Burma	0095
Gibraltar	00350	Jordan	00962	Maldives	00960	North Korea	00850
Greece	0030	Kenya*	00254	Mali Republic	00223	Peru	0051
Guernsey - UK	0044-481	Lebanon*	00961	Montserrat	001664	St. Kitts & Nevis	001869
Hungary	0036	Lesotho	00266	Mozambique*	00258	St. Lucia	001758
Iceland	00354	Liberia	00231	Nepal	00977	St. Vincent/Grenadines	001784
Ireland	00353	Macedonia	00389	Panama	00507	Trinidad/Tobago	001868
Israel	00972	Madagascar	00261	Papua New Guinea	00675	Turks/Caicos Islands	001649
Italy	0039	Malawi	00265	Philippines	0063	United States	001
Jersey - UK	0044-700	Malta*	00356	Reunion Island	00262	Western Samoa	001684
Latvia	00371	Martinique	00596	Russia	007		
Lithuania	00370	Mauritius	00230	Rwanda	00250		
Luxembourg	00352	Moldova	00373	San Marino	00378		
Netherlands Antilles	00599	Monaco	00377	Sierra Leone	00232		
Netherlands	0031	Mongolia	00976	Somalia	00252		
Nigeria	00234	Morocco*	00212	Sri Lanka	0094		
Norway	0047	Namibia	00264	St. Pierre Et Miquelon	00508		
Oman	00968	New Zealand	0064	Suriname	00597		
Poland	0048	Pakistan*	0092	Syria	00963		
Portugal	00351	Palestine	00970	Taiwan	00886		
Romania	0040	Paraguay	00595	Tanzania*	00255		
Saudi Arabia	00966	Qatar	00974	Thailand	0066		
Singapore	0065	Senegal Republic	00221	Turkmenistan	00993		
Slovakia	00421	Seychelles Islands	00248	Ukraine*	00380		
Slovenia Republic	00386	Sudan	00249	Uruguay	00598		
South Africa	0027	Tajikistan	00992	Vatican City	0039		
Spain	0034	Togo Republic	00228	Vietnam	0084		
Sweden	0046	Tunisia*	00216				
Switzerland	0041	Uganda*	00256				
Turkey	0090	Uzbekistan	00998				
United Kingdom	0044	Venezuela	0058				
		Yemen	00967				
		Zambia	00260				
		Zimbabwe	00263				