

# International Mobile Service

## Welcome

This service will automatically activate when you leave Singapore for the first time and will be ready to use on arrival at your destination.

## Quick Start Instructions

You will have received a Global phone number. You can also opt for an additional United States phone number.

- 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 get an Optional US phone number. Please follow the steps to **Get US Number** (refer over).
- When turning your phone on:  
Enter your PIN number. Your **PIN** is 4 digits long and is printed on the SIM card. **Please allow for a few minutes to detect a network operator** (otherwise, search for one manually).

**Note:** In the United States and Canada enter 3 followed by your PIN number. In some small countries (or if you can't get coverage) enter 2 followed by the PIN number. These countries include:  
Belarus, Chile, Colombia, Costa Rica, Cruise Ships, Kyrgyzstan, Lesotho, Montserrat, Nepal, San Marino, Suriname, Tajikistan, Tonga, Zambia

## MAKING CALLS (Important - Please read!)

- **Dial "+" followed by the country code, area code and phone number** (even if you are making a local or national call and drop the leading zero if the number you are calling has one). For example, to call 03-90100225 in Australia (where the country code is 61), you need to dial +61390100225.
- **Press the call key and please wait.** Ignore any message shown on your screen. **You will be disconnected for 10 to 30 seconds, and then your phone will call back.** If your phone does not ring back, please try again (after 60 seconds).
- **Answer the call normally. Your call will be connected after a few seconds.**