



## Talk Abroad® International Service User's Guide

My Phone number is: +44 7 \_\_\_\_\_

My U.S. Phone number is: +1 (\_\_\_\_) \_\_\_\_-\_\_\_\_\_

My PIN Code is: 12345

Contact Cellular Abroad toll-free,  
24/7 over the Talk Abroad Network: \*101#

From any other phone: +1 310 591 2035

**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 |
|------------|----------------------------------|------------------------|
| *161#      | Add US\$29 to your account       | FREE                   |
| *101#      | Cellular Abroad support hot line | FREE                   |
| *121#      | Your voice mail box              | Cost of calling Zone 1 |
| *187#      | Balance inquiry                  | FREE                   |

## 1. Introduction

Thank you for using the Talk Abroad® International Service 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 200 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](http://www.cellularabroad.com).** For additional support, you can e-mail our information desk at [info@cellularabroad.com](mailto:info@cellularabroad.com), call us toll-free, 24/7 at 1-800-287-5072 from within the United States and Canada, or at +1-310-591-2035 from overseas. While using the Talk Abroad® service, you can reach our offices 24/7, just by dialing \*101# from your handset. Calls to the \*101# 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!**

If you are a rental or SIM-card customer, your Talk Abroad® International Service 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, +1-310-591-2035 from overseas, or by dialing \*161# on your handset. Additional credit for your Talk Abroad® Rental Phone can also be ordered by email at [support@cellularabroad.com](mailto:support@cellularabroad.com) or online at [www.cellularabroad.com](http://www.cellularabroad.com).

## 2. How do I start?

- Rental customers – your Talk Abroad® SIM card has been pre-installed and activated in your rental handset.
- Purchase customers – if you purchased a phone with your Talk Abroad® SIM card, the SIM will have been pre-installed.
- SIM-only customers – snap the SIM chip from the SIM card holder and place it inside your phone in the SIM bay.

### Testing the Phone

Turn on your phone. (Make sure your battery is charged.) **The PIN code was deactivated before shipment, however, if the phone prompts you for the PIN code, please contact Cellular Abroad immediately.** Once the phone has been switched on successfully, as soon as the phone display shows a network operator, you are ready to make calls! In the unlikely event that you are unable to receive a network, please consult your phone manual. You can learn more about foreign GSM providers at [www.gsmworld.com](http://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.

### 3. Making and Receiving Calls

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

1. **You must have credit equal to 1 minute of airtime available on your prepaid account to make outgoing calls.** You will still be able to receive incoming calls for free in some countries, even with a zero balance.
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 011-44-7 and your individual nine-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. Enter the full phone number you are calling, starting with + (typically obtained by pushing and holding the 0 or \* button down for a few seconds), followed by the country code, the area code and phone number, followed by the # sign. Examples:
  - a. Dial **+1 310 591 2035 #** to reach Cellular Abroad's hotline (not toll free!)
  - b. Dial **+44 7XX XXX XXXX #** to reach another Talk Abroad customer.
2. Press the **Send, Talk** or **OK** key (depending on your phone) to initiate the call.
3. After dialing, your phone display will show "Not Available" or "Call Not Allowed" – This is normal.
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, omit the first digit of a non-US phone number if the number starts with a "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

**Friends and family can reach you from the U.S. by dialing 011 44 7 and the remaining nine digits of your Talk Abroad® phone number. If you have a U.S.-based number then please be aware that all calls to your U.S. number will incur a surcharge of \$0.25 a minute, additional to any other incoming call charges.** Please be sure to inform your friends and family about your Talk Abroad® cell phone number. If your phone is not switched on, or unanswered after 30 seconds, it will forward the call to your voicemail (see section 6).

### 4. How do I check my call credit?

You can check your credit balance as often as you would like by dialing \*187# 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 \*101# followed by the SEND key. Both service numbers are toll-free.

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

**You can add US\$29 24/7 from anywhere that coverage is available, by dialing \*161# followed by the SEND key** - Please note, this will bill the same credit card you used to order your Talk Abroad® service. Credit purchased by dialing \*161# SEND will be available on your account immediately. Your new balance and order ID# will be displayed on your handset. **You can add multiples of \$29 using this method; dial the number of desired credits you would like, e.g. dialing \*1612# SEND will give you 2 recharges (US\$58) and dialing \*1615# SEND will give you the maximum of 5 recharges (US\$145).**

If you receive an error message, please call our support hotline by dialing \*101# immediately; our customer support agents are available to help you, 24/7.

**You can also call Cellular Abroad at \*101\*# to add credit, or at +1-310-591-2035 from a land line if you are having issues with your phone. When calling, it's important that the caller identifies him/herself properly by their Talk Abroad® invoice #, their phone #, or first/last name on the invoice.**

## 6. Using your voice mail

Your Talk Abroad® International Service 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.

### 6.1 Listening to your voice messages

You can listen to your voice-mail messages by calling your voice-mail box. **Dial \*121# 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.

### 6.2 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.

## 7. 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.

## 8. Troubleshooting

If you are experiencing problems, please read this section carefully before calling the customer hotline (\*101# or +1-310-591-2035). 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:

- **Dial \*187# and the SEND key in order to ensure you have sufficient call credit. If you have zero credit, you will only be able to receive calls. You can then dial \*161# SEND to add additional credit for your account, or call customer service at \*101# or +1-310-591-2035.**
- Make sure your SIM card is properly installed. If unsure, check your phone's user guide.
- 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**—1900/850 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.
- **If you are experiencing any loss of service while traveling in ITALY, please follow these instructions:** locate the "SIM Menu" option – it may be in "Extras," "Office Tools" or be available on the main menu screen. Select the option "Roaming Services," and you will see three options: Global Roaming, USA Service and Prime Roaming. Select "Prime Roaming" and confirm, then wait for your phone to refresh (about 30-50 seconds) before attempting to make a call. Please be aware that you will need to go back through this menu again when you depart from Italy, and choose the option "Global Roaming" from the SIM Menu.

## 9. 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<br>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.

### 10.1 Outgoing rate examples

|               | Making calls using the Talk Abroad® SIM card | Base rate | Surcharge | Total rate/min. |
|---------------|--|-----------|-----------|-----------------|
| <b>Zone 1</b> | 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          |
|               | US to US landline                            | \$2.30    | \$0.00    | \$2.30          |
|               | US to US cell phone*                         | \$2.30    | \$0.25    | \$2.55          |
| <b>Zone 2</b> | Hong Kong to US landline                     | \$1.45    | \$0.00    | \$1.45          |
|               | Thailand to an Indonesia** landline          | \$2.00    | \$0.00    | \$2.00          |
|               | Thailand to an Indonesia** cell phone*       | \$2.00    | \$0.25    | \$2.25          |
| <b>Zone 3</b> | China to US landline                         | \$1.95    | \$0.00    | \$1.95          |
|               | China to Indonesia** landline                | \$2.50    | \$0.00    | \$2.50          |
|               | China to Indonesia** cell phone*             | \$2.50    | \$0.25    | \$2.75          |
| <b>Zone 4</b> | 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

### 10.2 Incoming rates

The rates below are for people calling to your +447 phone number.

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

The rates below are for people calling to your U.S.-based phone number.

|               | Receiving calls with the Talk Abroad® SIM card   | Total rate/min. |
|---------------|--|-----------------|
| <b>Zone 1</b> | Receiving Incoming calls in all Zone 1 countries | \$0.25          |
| <b>Zone 2</b> | Receiving Incoming calls in Zone 2 countries†    | \$1.15          |
| <b>Zone 3</b> | Receiving Incoming calls in Zone 3 countries†    | \$2.20          |
| <b>Zone 4</b> | Receiving Incoming calls in all Zone 4 countries | \$3.25          |

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

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

Below is a guide to the four Zones and the countries and territories covered under the Talk Abroad Network. Using this with the Rates and Coverage guide in section 10 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: [www.cellularabroad.com](http://www.cellularabroad.com).

| Zone 1<br>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<br>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<br>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<br>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 |
|--|---------------|---|---------------|---|---------------|--|---------------|
| Algeria  | +213          | Albania   | +35           | Afghanistan   | +93           | Argentina  | +54           |
| Angola   | +244          | Andorra   | +376          | Ascension   | +247          | Bahamas  | +1242         |
| Australia  | +61           | Anguilla (U.K.)   | +1264         | Bangladesh  | +880          | Canada   | +1            |
| Austria  | +43           | Antigua/Barbuda   | +1268         | Cambodia  | +855          | Colombia   | +57           |
| Bahrain  | +973          | Armenia   | +374          | Chile   | +56           | Cuba   | +53           |
| Belgium  | +32           | Aruba (Netherlands)   | +297          | China   | +86           | East Timor   | +670          |
| Benin  | +229          | Azerbaijan  | +994          | Cook Islands (New Zealand)  | +682          | Ecuador  | +593          |
| Bermuda (U.K.)   | +1441         | Barbados  | +1246         | Diego Garcia (U.K.)*  | +246          | El Salvador  | +503          |
| Bhutan   | +975          | Belarus   | +375          | Djibouti  | +253          | Guam   | +1671         |
| Bolivia  | +591          | Belize  | +501          | Dominican Republic  | +809          | Guatemala  | +502          |
| Botswana   | +267          | Bosnia & Herzegovina  | +387          | Ethiopia  | +251          | Honduras   | +504          |
| Brunei   | +673          | Brazil  | +55           | Fiji Islands  | +679          | India  | +91           |
| Burkina Faso   | +226          | British Virgin Islands (U.K.)   | +284          | French Polynesia  | +689          | Kiribati   | +686          |
| Burundi  | +257          | Bulgaria  | +359          | Greenland   | +299          | Kuwait   | +965          |
| Cayman Islands (U.K.)  | +1345         | Cameroon  | +237          | Indonesia   | +62           | Laos   | +856          |
| Central African Republic   | +236          | Cape Verde  | +238          | Iran  | +98           | Macau (China)  | +853          |
| Chad   | +235          | Christmas Islands (Australia)   | +61           | Iraq  | +964          | Mexico   | +52           |
| Cocos Islands, Territory of  | +61891        | Congo   | +242          | Jamaica*  | +1876         | Nauru  | +674          |
| Costa Rica, Rep. of  | +506          | Congo, Dem. Rep. of   | +243          | Kazakhstan  | +7            | Nicaragua  | +505          |
| Côte d'Ivoire/Ivory Coast  | +225          | Croatia*  | +385          | Malaysia  | +60           | Niue (New Zealand)   | +683          |
| Cyprus   | +357          | Czech Republic*   | +420          | Maldives  | +960          | Norfolk Island (U.K.)  | +672          |
| Denmark  | +45           | Dominica  | +1767         | Marshall Islands  | +692          | Panama   | +507          |
| Egypt  | +20           | Equatorial Guinea   | +240          | Mauritius   | +230          | Peru   | +51           |
| Finland  | +358          | Eritrea   | +291          | Mauritania (France)   | +262          | Russia   | +7            |
| France   | +33           | Estonia   | +372          | Micronesia, Fed. States of  | +691          | Sao Tome & Principe  | +239          |
| Gabon  | +241          | Faeroe Islands (Denmark)  | +298          | Montenegro  | +382          | Tokelau  | +690          |
| Georgia  | +995          | Falkland Islands (U.K.)   | +500          | Myanmar/Burma   | +95           | Trinidad & Tobago  | +1868         |
| Germany  | +49           | French Guiana (France)  | +594          | Namibia   | +264          | U.S. Virgin Islands  | +340          |
| Greece   | +30           | Gambia  | +220          | New Caledonia   | +687          | United States  | +1            |
| Guinea   | +224          | Ghana   | +233          | OnAir In-Flight Service*  | --            | Uruguay  | +598          |
| Hungary  | +36           | Gibraltar (U.K.)  | +350          | Palau   | +680          | Wallis & Futuna Islands  | +681          |
| Iceland  | +354          | Grenada*  | +1473         | Papua New Guinea  | +675          |  |               |
| Ireland  | +353          | Guadeloupe (France)   | +590          | Philippines   | +63           |  |               |
| Isle of Man (U.K.)   | +441624       | Guyana  | +592          | Réunion (France)  | +262          |  |               |
| Israel   | +972          | Haiti   | +509          | Samoa   | +685          |  |               |
| Italy  | +39           | Hong Kong (China)   | +852          | San Marino*   | +378          |  |               |
| Jordan   | +962          | Kyrgyzstan  | +996          | Sierra Leone  | +232          |  |               |
| Kenya  | +254          | Lebanon   | +961          | Solomon Islands   | +677          |  |               |
| Latvia   | +371          | Lesotho   | +266          | Somalia   | +252          |  |               |
| Lithuania  | +370          | Liberia   | +231          | St. Helena (U.K.)   | +290          |  |               |
| Luxembourg   | +352          | Libya   | +218          | St.-Pierre & Miquelon (France)  | +508          |  |               |
| Moldova  | +373          | Liechtenstein   | +423          | Thailand  | +66           |  |               |
| Mongolia   | +976          | Macedonia   | +389          | Tuvalu  | +688          |  |               |
| Montserrat (U.K.)  | +1664         | Madagascar  | +261          | Vanuatu   | +678          |  |               |
| Netherlands  | +31           | Malawi  | +265          |   |               |  |               |
| Netherlands Antilles (U.K.)  | +599          | Mali, Rep. of*  | +223          |   |               |  |               |
| Niger  | +227          | Malta   | +356          |   |               |  |               |
| Nigeria  | +234          | Mauritania  | +222          |   |               |  |               |
| Norway   | +47           | Martinique (France)   | +596          |   |               |  |               |
| Poland   | +48           | Monaco  | +377          |   |               |  |               |
| Portugal   | +351          | Morocco   | +212          |   |               |  |               |
| Puerto Rico (U.S.)   | +1            | Mozambique*   | +258          |   |               |  |               |
| Saudi Arabia   | +966          | Nepal   | +977          |   |               |  |               |
| South Africa   | +27           | New Zealand   | +64           |   |               |  |               |
| Spain  | +34           | Northern Mariana Islands  | +670          |   |               |  |               |
| St. Kitts & Nevis  | +1869         | Oman  | +968          |   |               |  |               |
| St. Lucia  | +1758         | Romania   | +40           |   |               |  |               |
| Swaziland  | +268          | Rwanda  | +250          |   |               |  |               |
| Sweden   | +46           | Pakistan  | +92           |   |               |  |               |
| Switzerland  | +41           | Palestinian Areas (Israel)  | +970          |   |               |  |               |
| Tajikistan   | +992          | Paraguay  | +595          |   |               |  |               |
| Tanzania   | +255          | Qatar*  | +974          |   |               |  |               |
| Turkey   | +90           | Serbia  | +381          |   |               |  |               |
| United Kingdom   | +44           | Seychelles  | +248          |   |               |  |               |
| Vatican City   | +39           | Senegal, Rep. of  | +221          |   |               |  |               |
| Yemen  | +967          | Singapore   | +65           |   |               |  |               |
|  |               | Slovakia*   | +421          |   |               |  |               |
|  |               | Slovenia  | +386          |   |               |  |               |
|  |               | Sri Lanka   | +94           |   |               |  |               |
|  |               | St. Vincent & The Grenadines*   | +1784         |   |               |  |               |
|  |               | Sudan   | +249          |   |               |  |               |
|  |               | Suriname  | +597          |   |               |  |               |
|  |               | Syria*  | +963          |   |               |  |               |
|  |               | Taiwan  | +886          |   |               |  |               |
|  |               | Togo, Rep. of   | +228          |   |               |  |               |
|  |               | Tonga   | +676          |   |               |  |               |
|  |               | Tunisia   | +216          |   |               |  |               |
|  |               | Turkmenistan  | +993          |   |               |  |               |
|  |               | Turks & Caicos Islands (U.K.)   | +1649         |   |               |  |               |
|  |               | Uganda  | +256          |   |               |  |               |
|  |               | Ukraine   | +380          |   |               |  |               |
|  |               | United Arab Emirates*   | +971          |   |               |  |               |
|  |               | Uzbekistan  | +998          |   |               |  |               |
|  |               | Venezuela   | +58           |   |               |  |               |
|  |               | Vietnam   | +84           |   |               |  |               |
|  |               | Zimbabwe  | +263          |   |               |  |               |
|  |               | Zambia  | +260          |   |               |  |               |

\* = Incoming calls are also free to receive in countries marked with \* in Zones 2 & 3