



## Talk Abroad® International Service User's Guide

My Phone number is: +44 787 \_\_\_\_\_

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 011-44-787 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. 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 **+44 787 224 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 44 787 and the remaining seven digits of your Talk Abroad® phone number. If you set up a U.S. phone number (Rental customers only) 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 \*161\*2# SEND will give you 2 recharges (US\$58) and dialing \*161\*5# 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. If you see the option "Select Extended Roaming," select and confirm the selection, 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 "Select 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 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 +44787 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 +1213 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 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
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	Mayotte (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