PAY AS YOU GO

User Guide

PrimeTel

Welcome to PrimeTel Mobile PAY AS YOU GO

In this **PAY AS YOU GO** connection pack you can find all you need to access and enjoy services offered to you by PrimeTel Mobile.

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1 Setting up your PrimeTel Mobile PAY AS YOU GO connection

Inside the package you will find:

- One SIM card with your personal security codes (PIN & PUK), to be inserted in your mobile handset
- This user guide which will help you to find out all you need to know about your connection

To activate your PrimeTel Mobile PAY AS YOU GO connection, please follow the instructions below:

1. **Insert the SIM card into your mobile handset**
2. **Turn ON your mobile phone**
3. **Enter your PIN number located on the back of your SIM card holder and press "ok"**
   If your phone does not work, check if your mobile handset settings are switched to **"automatic network selection"**.
4. **Dial 133 and select your language preference.**

Your **PrimeTel Mobile** account will be valid for **30 days**. This period will be extended according to the validity period of the top-up card which will be used.

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2 Personal security codes

Remember to keep the plastic card containing your SIM card. The written numbers will be useful later.

PIN – Personal Identification Number: this is the 4 digit number you should enter every time you turn on your mobile handset. You will be able to use PrimeTel mobile *pay as you go* only if you enter the PIN number. Details on your PIN settings can be found in the security section of your mobile handset user guide. To change your PIN, enter the following: **04*existing PIN*newPIN*new PIN#send .

PrimeTel Mobile Tip: for security reasons we suggest that you change your PIN code into a personal and memorable 4 digit code.

PUK – Unblocking Password: This is your Personal Unblocking Key. If you enter an incorrect PIN for three consecutive times, your SIM card will be blocked. In order for you to unblock your card you need to enter the PUK code. If you enter an incorrect PUK code for 10 consecutive times your card will be disabled.

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3 PAY AS YOU GO Mobile Internet

With PrimeTel's Pay as you go Mobile Internet you can surf the web anywhere you are.

Settings
The settings of your mobile device for accessing the Internet may need to be configured manually following the instructions below:
- **APN** (access point name): ip.primetel
- Please leave "username" and "password" blank

Pay as you go users can also subscribe to one of our **Pay as you go** Mobile Internet Bundles. Once you exceed the MB of your selected bundle, then standard charges for **Pay as you go** Mobile Internet apply.
For more information on the **Pay as you go** Mobile Internet Bundles please visit www.primetel.com.cy/mobile

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4 Topping up your PrimeTel Mobile account

You can Top-Up your account by:
1. **PrimeTel Mobile Top-Up cards**
2. **Using your credit/debit card on our website** www.primetel.com.cy/mobile
3. **Visiting one of our PrimeTel Customer Service Centres**

You can obtain the PrimeTel Mobile Top-Up cards from any PrimeTel Customer Service Centres, kiosks as well as any of our resellers (find the complete list of our Customer Service Centres and resellers on our website **www.primetel.com.cy/mobile**). **PrimeTel Mobile Top-Up** cards contain airtime equal to the amount indicated on the card.
For validity of the Top-Up cards at www.primetel.com.cy/mobile

To use a Top-Up card you can either enter **133*16digit number#send** or from the SIM Toolkit menu on your phone or dial **133**. Then follow the simple instructions on when to enter the secret number located under the scratch panel. You will automatically receive a message confirming the amount credited to your account.

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5 Automatic Top-Up service

If you wish you can visit our website **www.primetel.com.cy/mobile**, or dial **133** to register your **credit/debit** card for auto Top-Up and your credit will be automatically Topped-Up.

If you are already a PrimeTel customer you can Auto Top-Up to your fixed line bill.

This means that whenever you are about to run out of credit we will send you a message asking if you would like to Top-Up from your credit/debit card.

If you decide to register and later change your mind, that's OK. You can cancel the arrangement at any time.

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6 Topping-Up while abroad

Don't worry if you run out of credit while abroad.
If you have an extra PrimeTel Mobile Top-Up card with you, just dial **133*16digit number#send** or **call** (from any phone) the **Call Centre** at **+357 2210 2210.**

You can also Top-Up by using your credit/debit card on our web site, and of course the automatic Top-Up service will still work.

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7 Transfer balance to another PrimeTel Mobile

You can offer to send some of your credit to another PrimeTel Mobile user.
If they accept, the transfer will be completed in a few seconds.

Please note there is a security limit of how much credit you can transfer daily and monthly.
Just key in **121*PrimeTel Mobile number* amount#send** or use the SIM Toolkit menu.
For further information **www.primetel.com.cy/mobile**

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8 Available PrimeTel Mobile services*

- **Voice Mail** - Listen to your messages by dialing **122**
- **MMS** - Send and Receive Multimedia Messages from your Mobile Device
  Settings
  The settings of your Mobile device for sending and receiving MMS may need to be configured manually following the instructions below:
  - **APN** (access point name): ip.primetel
  - **MMS Service Center** (MMSC): http://mms.primetel
  Note that your handset needs to be set to allow data.
- **Caller identification** - See who is calling you before you answer (provided when the number is not hidden)
- **Call waiting** - Accept a call while you are on another call
- **Call divert** - Divert your incoming calls to any other number or to your voicemail in case:
  - **you do not answer**
  - **your mobile is switched off**
  - **you are already talking**
- **Conference call** - Add up to a maximum of 5 other people to speak with you at the same time

*The services mentioned in paragraph 8 may vary. For a list of current PrimeTel Mobile services and MMS charges visit www.primetel.com.cy/mobile

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9 Customer Service

Calls to **133** are **free.**
Our automated service will also give details of your current balance, expiry date and special offers.
Or, if you need to, you can talk with one of our specially trained personnel.

From abroad call +357 2210 2210 although please remember that all calls from abroad are charged at the advertised rate by the foreign network.

If you just want to check your balance dial **133#send**

RU: Инструкции на русском языке доступны на сайте www.primetel.com.cy

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The information displayed in this edition is up to date at the time of printing (April 2014).

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READ ME!