



TELEFONICA IN ENGLISH®

MOVISTAR SIM CARD

QUICK USER GUIDE

Please use these instructions in conjunction with your own mobile phone manual.

Requirements to use a Movistar sim:

A GSM cellular phone with no service-provider lock in place. If you are unsure whether your phone is locked or not, test it with a friends SIM card from a service provider other than your own.

Dialing information:

To call to your Spanish cell phone number from the UK, the correct sequence is 00-34, then the Spain cell phone number including the area code (ex. 00-34-697189375). Please be sure to inform anyone you give your Spanish mobile phone number to, has the proper dialing code to ensure you receive your calls.

To call from Spain back to the UK, you would dial 00-44, then the phone number to be dialed dropping the 0 in the area code (eg. Manchester:00-161 797 852). Remember this when programming phone numbers into your address book.



How to use your SIM card:

Your new mobile phone number for use in Spain is located on the back of your booklet, near the bar code (eg.697 189 375).

Ensure your phone battery is fully charged. Insert the SIM CARD "chip" into your GSM Phone with the metal portion facing down as to make contact with the contacts. (You will usually find your phone's SIM tray underneath the battery of your GSM cell phone.)

Turn on your phone

Enter your 4-digit PIN code (located on the credit-card-sized MOVISTAR ACTIVA card top left where it says "PIN:") and press your phone's "Send" key.

You'll be able to add numbers to your address book, but will not be able to make a call until you're in Spain.

Your Calling Credit:

Your Movistar sim has the following call credit included:

Initial credit = + 29 euros

Additional credit = + 2 x 10 euros (see separate receipts included with your Sim Card) with those receipts you need to enter the code 555 followed by the long code found on the receipts to activate the credit.

Standard voucher credit = + 6 euros

Total pre-paid calling credit = 55 euros

The 6€ voucher (included in your sim pack, needs to be completed, sealed and posted in Spain, no stamp required. To help you complete the voucher (Spanish), we enclose a similar translated photocopy on the last page of this document, please complete and post Spanish original.



Activating Your Service

When you arrive in Spain, turn on your phone and make a call, this will activate the sim.

IMPORTANT: Unless otherwise indicated, your Movistar sim card has a natural life of 7.5 months from the activation date. If you do not add any calling credit within an initial 6 month period, your remaining credit will be lost. You then have another 1.5 months to recharge (top-up) your sim card in order to retain your Spanish mobile phone number. If you fail to do so, you will lose the number and the sim card will be useless. Lost numbers cannot be redeemed. Every time you add any calling credit (minimum recharge for Movistar is currently 5€), you get another 7.5 months service life on the phone number and 6 months life on the call credit.

Your default domestic calling plan will be "Activa 24 Horas" There are currently 4 Movistar Activa call plans, please see below

To change your Movistar call plan when in Spain dial "609" from your mobile phone with the Movistar sim in it. On answer, request an English speaking operator and you can change your plan and choice of language right there and then. You are allowed 2 call plan changes for free. You will be charged 6.01€ (will be subtracted from your prepaid call credit) for any more changes after the initial two free changes.

Checking Your Credit

You need to activate this service for FREE by dialing 717. You will receive a message indicating the service has been activated and your remaining credit.

After service activation thereafter dial: 333

Also, when your remaining credit is low, you will be advised that your credit is expiring when making outgoing calls.

Voicemail

To reach the voicemail system, dial 123 from your mobile phone



Activa Calling Plans

There are currently 4 Movistar Activa calling plans. Rates shown are for calls made within mainland Spain and its islands.

1. Movistar Activa Total

If you call mainly landlines and other Movistar mobile phones, this is the plan for you. Calls to landlines and other Movistar mobile phones cost the same.

Calls to Movistar mobile phones and all fixed landlines in Spain:

Monday - Sunday

0.21€/min.

0 hrs. 24 hrs.

Calls to other Spanish mobile phones (Vodafone, Amena, etc.):

Monday - Sunday

0.48 €/min.

0 hrs. 24 hrs.

2. Movistar Activa Club

IF you call mainly Movistar mobile phones, this is the plan for you.

Calls to other Movistar mobile phones:

Monday --> Sunday

0.12 €/min.

0 hrs. 24 hrs.

Calls to any Spanish phone (mobile or landline):

Monday --> Sunday

0.48€/min.

0 hrs. 24 hrs.

3. Movistar Activa Cuatro

IF you call mainly in the afternoons or evening, this is the plan for you.

Calls to any phone in Spain will cost you just 15 cents/min. between the hours of 4pm and 4am.

Calls to any Spanish phone (mobile or landline):

Monday - Saturday

0.15 €/min. 0.55 €/min. 0.15 €/min.

0 hrs. 4 hrs. 16 hrs. 24 hrs.

Sundays and national holidays: 0.15€/min.

4. Movistar Activa 24 Horas

This 24 Hour plan offers a flat calling rate 24/7 (24 hours, 7 days a week) to any phone in Spain for those who always want to call at the same rate.

note: this plan is the default calling plan on all Movistar sim cards. Unless you change your calling plan (see below), the "Activa 24 Horas" plan will automatically operate.

Calls to any Spanish phone (mobile or landline):

Monday - Sunday

0.30 €/min.

0 hrs 24 hrs

The following terms apply to all the above calling plans.

* Rates are per minute and do not include 16% IVA (Spanish sales tax).

* The first minute is billed as 1 complete minute and additional minutes are billed in 30 second increments.

* Connection fee on all domestic calls is 0.12€.

* Text messages are 15 cents per message.

* The above rates are for "domestic calls" within Spain (islands included).

En MoviStar Activa queremos darte la bienvenida y premiarte con 6€* por decirnos como eres...

(At MoviStar Activa, we want to give you 6 free Euros for telling us about yourself).

Sólo tienes que rellenar el cuestionario que te adjuntamos y enviarnos por correo. (All you have to do is fill out this questionnaire and send it in via mail)

O si lo prefieres puedes hacerlo desde Internet, en nuestra página: www.activamedida.movistar.com, y recuerda que puedes actualizar o modificar tus datos en esta dirección. (Or, if you prefer, you can do it online at www.activamedida.movistar.com).

Nuestro objetivo es conocer un poco más cuáles son tus gustos y preferencias para seguir ampliando y mejorando los servicios que te ofrecemos. (Our goal is to get to know your needs and preferences in order to improve and add new services).

Si necesitas más información o tienes cualquier duda puedes llamar a los Centros de Relación con el Cliente en el 609 desde tu MoviStar Activa. (If you need more information or have any questions, please feel free to call our Customer Service Centers on 609 from your MoviStar cellphone).

*Para obtener los 6€ de regalo es imprescindible rellenar todos los datos del cupón. Sólo se admitirá un cupón por número de teléfono. Recibirás los 6€ de regalo en un plazo aproximado de 45 días. (To obtain the free 6€ you must fill in all of the fields on this coupon. One coupon per phone number. You will receive the 6€ recharge within a maximum of 45 days of our receiving it).

6€

A. Número de hijos que tienes y sus años de nacimiento. (Number of children you have and their birth years).

Nº Años de nacimiento (years of birth) , , , ,

B. Actividad que desarrollas en la actualidad. (I am currently...).

- Estudiante (A student) Ama de casa (A homemaker) Jubilado (Retired)
- Trabajador por cuenta ajena (Employed by other)
- Empresario (Business person)
- Trabajador por cuenta propia profesional liberal / autónomo (Self-employed)
- Otra (Other)

C. ¿Cuáles son tus aficiones? (What are your hobbies?)

- Deporte (Sports) Cine (Cinema) Viajar (Travel)
- Música (Music) Libros / Cultura (Books / Culture) Otra (Other)

D. ¿Cuál es tu deporte favorito? (What is your favorite sport?)

- Fútbol (Football/Soccer) Motociclismo (Motorcross) Rallies (Rallies)
- Baloncesto (Basketball) Deportes de aventura (Adventure sports) Otro (Other)

E. ¿Eres titular de alguna tarjeta de crédito / débito? (Do you have a credit and/or debit card?)

- Sí (Yes) No (No)

F. ¿Dispones del siguiente equipamiento? (Do you have the following?)

- Ordenador (Computer) TV pago (Pay TV/Cable TV) Videojuego (Video games) DVD (DVD player) PDA (PDA)

G. El uso que vas a hacer de la Tarjeta Activa es: (You will use your SIM card mostly for:)

- Más personal (Mostly personal) Más profesional (Mostly professional) Ambos por igual (Half and Half)

H. ¿Cuántos teléfonos móviles hay en tu hogar / entorno familiar? (How many of the following cell phones are in your household?)

- De MoviLine (cuántos) (MoviLine - how many?)
- De MoviStar (cuántos) (MoviStar - how many?)
- De Vodafone (cuántos) (Vodafone Spain - how many?)
- De Amena (cuántos) (Amena - how many?)
- Número total (Total number?)

(First name) Nombre / Denominación															
Apellido 1 (1st last name)															
Apellido 2 (2nd last name)															
Dirección (Address)															
Nº	Escalera (Stairway)	Piso (Floor)	Puerta (Apt. n°)	C.P. (Postal code)											
Localidad (City/Town/Village)															
Provincia (Province)															
Fecha de nacimiento (dd-mm-aaaa)	NIF (Residency card)	CIF (de Residente)	Nº (Pasaporte)	Letra (Passport)											
Sexo (Gender) M (man) F (woman)	Nº Móvil (Cell phone number of your SIM card)	ICC* (ICC number - number on back of your SIM chip)													
Correo electrónico (Do you have e-mail)	si (Yes) / no (No)	Dirección de e-mail (E-mail address)													

* Para obtener el número ICC, marca en tu móvil el código gratuito *#102# y automáticamente aparecerá en la pantalla.
(To obtain the ICC number for your SIM, dial toll-free *#102# and launch the call. The ICC number will appear on screen).

Zona Autopegradable

Customer Customer Services - Call 606 FREE from your mobile phone.

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