

A squid is shown from a top-down perspective. Its head and tentacles are at the top, and its body tapers to a point at the bottom. The body of the squid is replaced by a standard 12-button mobile phone keypad. The keypad has four rows of three buttons each. The top row contains numbers 1, 2, and 3. The second row contains 4, 5, and 6. The third row contains 7, 8, and 9. The bottom row contains an asterisk (\*), 0, and a hash (#) symbol. The background is a light blue gradient.

# PREPAID MOBILE

on  
waves

BETTER LIFE SOLUTIONS

## WELCOME TO ON-WAVES PREPAID MOBILE SERVICES

On-Waves prepaid card is a simple and economical way to keep in touch with friends and family while at sea.

This service is valid for in-bound and out-bound calls.

## TO ACTIVATE YOUR ON-WAVES PREPAID ACCOUNT

- 1 • Insert the On-Waves SIM card into your unlocked phone. If you need further help with this, please read the instructions that came with your phone.
- 2 • Switch your phone on and enter the 4-digit PIN number located under the scratch panel on the back of the SIM card. It may take a minute while your phone locates the On-Waves Network.
- 3 • Dial **\* \* 3 2 1 #** to activate your SIM card.

**TO KEEP YOUR PHONE NUMBER ACTIVE, YOU NEED TO TOP-UP YOUR ACCOUNT WITHIN 240 DAYS (FROM SIM CARD ACTIVATION DATE)**

## TO REFILL YOUR ACCOUNT

- 1 • Purchase a Top-Up to get a 14-digit Validation Code
- 2 • From your phone, dial \* \* 3 2 2 \*  
Enter the 14-digit **VALIDATION CODE** then, press # 📞
- 3 • Your Top-Up credit has now been added to your account.  
Your new account balance will be displayed.

## CHECK CALL CREDIT

- 1 • Dial \* \* 3 2 1 # to get your account balance\*.

\* Credit expires 180 days after last top-up. After that time, you need to top-up within 60 days to keep your phone number.

## YOU CONTROL HOW MUCH TO SPEND

- 1 • You control how much you spend by purchasing Top-Ups of your choice to refill your account.
- 2 • You will be notified when your call credit falls below 2 units or 5 days before your credit expires.
- 3 • Please note: when your credit is used up, the call automatically cuts off.
- 4 • The maximum balance that can be stored on your account is 239 units.

## PIN AND PUK NUMBERS

If you enter the wrong PIN number three times in a row, the card will lock and you will not be able to use your mobile.

To unlock the mobile, you will need to enter the PUK number, which is under the scratch panel on the SIM card.

When the PUK number is used, the valid PIN number is erased and a new one, of your choice, will need to be entered.

## ON-WAVES CUSTOMER CARE CENTER

If you encounter any problems while using On-Waves prepaid services, please visit: [www.on-waves.com](http://www.on-waves.com) or contact us at [customercare@on-waves.com](mailto:customercare@on-waves.com)

