



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 **321 # to activate your SIM card.

TO REFILL YOUR CARD

- 1 • Purchase a Top-Up Card and scratch off the validation code
- 2 • From your phone, dial **322#
- 3 • Enter the validation code when prompted
- 4 • Your Top-Up credit has now been added to your account.
Your new account balance will be displayed

CHECK CALL CREDIT

- 1 • Dial **321 # to get your account balance*

* Credit expire 2 months from first use

YOU CONTROL HOW MUCH TO SPEND

- 1 • You decide for yourself how much you are prepared to spend on your mobile phone by buying **Top-Up cards**
- 2 • You will be notified when your call credit falls below 10 minutes or 5 days before your account expires
- 3 • Please note: when your credit is used up, the call automatically cuts off
- 4 • The maximum time that can be stored on your account is 240 minutes or its equivalent in SMS

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 or contact us at customercare@on-waves.com.

