

HOW TO USE YOUR MOBILE GlobalFone SERVICE



1. Register your mobile number at GlobalFone.es or by calling 902544144 and add credit to your account.
2. Dial the access number **912 916 250**. You will hear a balance statement then a dial tone.
3. Dial the INTERNATIONAL destination number as normal, i.e. for UK dial "0044" then the number minus the first "0". Do NOT press your "Call/send/green" key after this point, you are already in a call!
4. Press the # key at the end of the dialed number to speed up the dialing process.
5. To make a follow on call, DO NOT HANG UP your mobile – simply press # # to obtain a dial tone, and dial the next number you wish to call.
6. Once all calls have been made, hang up your mobile.
7. As your credit runs down, you will hear 3 warnings – one at 90 seconds of talk time remaining, one at 60 seconds remaining, and a final one at 20 seconds remaining.

THINGS TO REMEMBER

1. The service is strictly prepay only; to make calls you must ensure you have sufficient credit.
2. The service is designed for making INTERNATIONAL calls from your mobile IN SPAIN. Do NOT use the service when outside Spain as your mobile operator will levy "Roaming" charges which are expensive.
3. Your mobile operator will always charge you for the connection to the access number. All mobile operators charge a connection fee and a per second rate which is applicable for the entire duration of the call INTO the access number.
4. If you have a "pay as you go" mobile, you must also remember to have enough credit with your mobile operator to make the call into the access number.

MAKING THE MOST OF THE SERVICE

1. Check with your mobile operator to obtain the lowest possible rate for the call INTO the access number. There are several different options offered by the major operators; these range from nominating one "favourite" land line number which you can call at a reduced rate, through "unlimited land line calls for a fixed monthly fee", to a "pay for one minute, speak for 60".
2. Remember that you can make a number of calls OUT from the access number within one call INTO it by pressing # # to obtain a follow on dialing tone. If you want to make a series of calls, it may help you to write down the numbers of the follow on calls for speed, simplicity and cost effectiveness.
3. You can add your favourite destinations into your contacts as a speed dial. Check your mobile phone handbook to find out how to insert a pause. You can then save the access number, followed by TWO pauses, then the destination number. The two pauses allow time for the balance statement and the dial tone.

DISCLAIMER: VoIP Direct S.L cannot be held responsible for mobile operator charges levied. Credit once added is non-refundable and expires if unused within 12 months from the last top up. Information collected from the customer is safely kept in the VoIP Direct S.L. systems platform and will not be exposed to 3rd parties in accordance with the law of data protection. The user can cancel the service at any time by simply not using it and unused credit will not be refunded.

For your convenience, please print this page and then cut out the Credit card size Pocket Guide.

Mobile GlobalFone® Service - Pocket guide



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