

# User Guide

## Welcome!

Thank you for having chosen Lycamobile. Our first-rate international tariffs lengthen your communication with the most important people in your life.

Starting to use your card is an easy process. Follow the steps below to activate all functions in few seconds. For additional information, as well as for our updated tariffs and offers, please access [www.lycamobile.ro](http://www.lycamobile.ro).

## Available services - Lycamobile card

Lycamobile's mobile phone services, including voice calls, messaging and data services, voicemail, calling line identification presentation (CLIP), calling line identification restriction (CLIR), top-up services, roaming services, and services provided by the Customer Service Department. Roaming services: mobile phone services used during travel outside Romania

**To use the Lycamobile network, follow the steps listed below.**

### Let us begin:

- Insert your Lycamobile SIM Prepay card in your phone and turn on the phone.
- Recharge the SIM Prepay card.
- If your SIM card fails to active on first attempt, your phone might be locked in another network. Contact your mobile phone operator to request instructions on unblocking your phone.

If you need assistance in using the user guide enclosed with the SIM card, please call Customer Service.

## Lycamobile Customer Service

You may contact the multilingual Lycamobile Customer Service Department between 8.00 - 20.00 Mon-Sat; 10.00 - 17.00 Sun.

To contact Customer Service:

- Dial **151** from your phone;
- Dial **+40 377 881276** from another phone, or from abroad;
- Send us an e-mail at [cs@lycamobile.ro](mailto:cs@lycamobile.ro).

## Credit recharge

You can recharge your card online at [www.lycamobile.ro](http://www.lycamobile.ro) or from our partner stores. The recharge PIN code is printed on the electronic voucher or on the scratch off card purchased. To recharge your Lycamobile card in Romania:

- Dial **\*131\*PIN#** and click send, or
- Dial **555** from your phone and follow the instructions

Click here to recharge online <https://account.lycamobile.ro/quicktopup-direct.aspx?lang=en>

## Credit availability period

Your credit is available for 90 days regardless of the recharge value; after this period, you have 30 days to renew your credit.

## Credit inquiry

To check your credit balance whilst in Romania:

- Dial **\*131#**, press send, and the credit balance will be displayed on your phone screen.
- Dial **555** and follow the instructions.

To check your credit balance whilst abroad:

- Dial **+40 377 881276**.

### **Access to the unique emergency number 112**

Lycamobile offers unlimited and free of charge access to the unique emergency number 112 from your SIM card. Dialling 112 entails transmission of information on caller location.

### **Voicemail**

Voicemail services are activated automatically. This service allows you:

- To access recorded voicemail
- To record a personalized welcome message
- To set up your language settings

### **To access voice mail services whilst in Romania:**

- Dial **150**

### **To access voice mail services whilst abroad:**

- Dial **+40 377 881276** and follow the instructions

### **Language settings**

You can select your preferred language to use voicemail services and recharge your Lycamobile card.

To select your preferred language:

- Dial 150
- Select "Settings" from the menu
- Select "Change language"
- Select your preferred language

### **Viewing your Lycamobile number**

To view your Lycamobile number on your phone:

- Dial **\*132#**

### **Roaming**

You can use your Lycamobile number to make and receive calls, and to send and receive messages in multiple countries. For a list of these countries and the relevant tariffs, click here

<http://www.lycamobile.ro/en/roamingrates>

## Pay as you go national rates

Landlines	Mobile networks (Lycamobile)	Mobile networks (Other mobile network)	SMS sent (Lycamobile)	SMS sent (Other mobile networks)	Internet
3ct/min	Free Minutes	9ct/min	Free SMSs	9ct/SMS	9ct/MB

All tariffs are in € credit. VAT is charged upon purchase of the SIM card or top-up, regardless of the recharge method. Free minutes and SMSs are activated upon recharge. For updated tariffs, to enhance credit use, and for a complete list, please access [www.lycamobile.ro](http://www.lycamobile.ro) or contact Customer Service.

### Termination and suspension of services; grace period

If no voice calls are made, no messages or data is sent, and no recharges are carried out using the recharge Services within the thirty (30) additional days, the SIM card will be deactivated. If the SIM card is deactivated, your phone number will be assigned to another client, you will not be able to access or use the Services, and if any credit amounts exist in your account, these will not be reimbursed

### Processing of personal data

It is not mandatory that the user provide any personal data. If personal data is provided, these will be processed pursuant to the terms and conditions outlined at [www.lycamobile.ro](http://www.lycamobile.ro)

### Claim settlement

The maximum period to settle any claims is 5 business days, and, in non-recurring cases, it can be extended to 60 calendar days. Please refer to [http://www.lycamobile.ro/](http://www.lycamobile.ro) section Help, sub-section "Settlement of end users' claims".

This guide has been amended to include the provisions of the section Terms and Conditions and Claim Settlement in force upon activation of the SIM card, available at <http://www.lycamobile.ro>.

### Lycamobile S.R.L.

Trade and Business Register number: J40 / 6958/2014

Tax identification number: RO33271235

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[www.lycamobile.ro](http://www.lycamobile.ro)

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