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Only mobile telephones
bearing this marking are
NATEL® easy compatible.

Welcome to the Swisscom Mobile NATEL® network

We are delighted that you have chosen NATEL® easy.

Swisscom Mobile hopes you will enjoy using the leading mobile telephone network in Switzerland.

If you have any questions please call our 24-hour hotline: **0800 55 64 64.**

Access from abroad: ***111* 0041 800 55 64 64 #.**



Important: Send in your registration card!

Only by completing the enclosed registration card and returning it to us will you obtain the following:

- 2-year guarantee on your SIM card.
- A Value Card worth CHF 10.00 as a gift.
- NATEL® information sent to you on a regular basis.

NATEL® easy is only available from us

Product benefits:

- No subscription contract.
- No monthly fixed charge.
- Total control of costs.
- Credit balance shown on the mobile phone display.
- Call time may be recharged using Value Cards: available from mobile phone dealers, Kiosks, post offices and all Swisscom shops, via credit card or by means of paying-in slip (available to order).
- You may change to a NATEL® subscription at any time while keeping your existing mobile phone number.

Network benefits:

- Mobile calls throughout Switzerland (over 98% network coverage).
- Mobile calls to other countries.
- Telephone calls while abroad (roaming).
- Excellent speech quality thanks to EFR (Enhanced Full Rate).
- Dual-band for uninterrupted calling in the conurbations (additional second network capacity).
- Sending and receiving short messages via SMS (Short Message Service).
- NATEL® InfoService (information may be called up around the clock).

Immediate access to mobile telephony

a Inserting the chip

The enclosed SIM card is your “key” to the NATEL® network. The intelligent chip contains your personal data such as your mobile phone number and the access authorisation to Swisscom Mobile’s services as well as your call credit.

1. Break off the chip from your SIM card.



2. Insert the chip in the holder (ensuring it is in the correct direction).



With older units it may be necessary to insert the entire SIM card.



See also the operating instructions for your mobile phone.

b Entering the PIN code before making a call

In the NATEL® easy package you will find your four-digit PIN (Personal Identification Number) which is concealed under a security strip. The PIN is your personal access code to the NATEL® network and, at the same time, your protection against misuse.

Entering the PIN \ enter your personal PIN code each time you switch on your mobile phone at the corresponding prompt: PIN #.

Changing the PIN \ is possible at any time. Your new code must have at least four but no more than eight digits.

Input: * * 0 4 * old PIN * new PIN * new PIN #
(or as described in the operating instructions for your mobile phone.)



Tip:

Deactivating the PIN \ The PIN code can also be deactivated. See the operating instructions for your mobile phone. We recommend that you keep the PIN activated for your own security.

Making telephone calls within Switzerland

To make a call

1. Switch on the mobile phone and enter the PIN code
2. Dialling code
3. Telephone number
4. **send** '



Automatic activation of COMBOX® basic when calling for the first time:

When you make your first outgoing call you will automatically be invited to choose your language. Once you have selected your preferred language, the COMBOX® basic answering machine will be activated for you and you will be connected to the dialled number.

To a Swisscom Mobile mobile phone number

1. Mobile phone number (with 079 prefix)
2. **send**

To a number abroad

1. Country dialling code
2. Regional dialling code
3. Telephone number
4. **send**

Example (Germany): **+49 1 123456**

“+” initiates the international dialling code. See the operating instructions for your mobile phone to find out which key undertakes this function on your particular mobile phone.

To end a call

End the call: **end** ²

If your mobile phone does not have an **end** key, press **send** ¹ once again instead.



The following calls cannot be made with NATEL® easy:

0900 ... Telebusiness numbers

0901/0906 ... Telekiosk numbers

Some NATEL® service numbers, e.g. **CONNECT 1144™**

¹ **send** : key for making the connection (also **YES** or ).

² **end** : key for ending the connection (also **NO** or .

c Your mobile phone number

Your NATEL® number appears on the card holder, above your SIM card, and outside on the CD sleeve (white label).

Anyone wishing to call you dials:

From his/her mobile phone or from the fixed network: dialling code 079 and your NATEL® number.

d Call charges

- You will find the current rates per minute in the NATEL® easy price list.
- Incoming calls are free of charge in Switzerland.
- Your calls to toll-free numbers such as 0800 ... will incur the CHF 0.50 per minute NATEL® easy surcharge.

Exception: Calls to our 24 hour hotline 0800 55 64 64 are free of charge.

e Recharging call time

Current balance

SIM cards come with a credit of CHF 80.00. You can call up the remaining balance at any time on the display of your mobile phone via the menu on your mobile phone, as described in the operating instructions.

Warning

If your credit balance is used up, i.e. the display shows zero, you will not be able to use your phone for the time being. Please note that certain models will cause calls to be interrupted without warning. The Swisscom billing system will send you a warning message on your mobile phone display in the form of an SMS short message before your credit balance reaches zero.

Recharging in good time

We strongly recommend that you recharge your card in good time by means of Value Cards, via credit card or paying-in slip. If your display already reads zero you will only be able to recharge by means of direct key selection or with your credit card.

Recharging using Value Cards by direct key selection (free of charge)

Available from mobile phone dealers, Kiosks, post offices, filling stations and at any Swisscom Shop.

1. Rub off the security strip on the Value Card and read off the **security number (14 digits)**.
2. On your mobile phone enter: * 123 * **security number #**, then **send**
3. You will receive the recharge confirmation by SMS short message.
4. Please see the notes on page 18.

Recharging by telephone using Value Cards (chargeable)

1. Read off the **security number (14 digits)** under the security strip.
2. Call using your mobile phone (provided the display does not already show zero) or from any other phone: **+800 55 64 64 66** ¹
3. You will be prompted to select the language you want (if you make a mistake you will be automatically connected to our operator).
4. Enter the **security number** of your Value Card.
5. If you want to **recharge your NATEL® easy from the fixed network**, enter your mobile phone number (e.g. 079 XXX XX XX).
6. You will then receive confirmation. Make sure that your mobile phone number is correct.
7. End the call.

8. A short time later you will receive an SMS short message on your mobile phone display to indicate that it has been recharged.
9. Please see the notes on page 18.

¹ Also possible on 00800 55 64 64 66 within Switzerland. Please also see the brief instructions on the back of the Value Card.

Recharging by SMS short message service using Value Cards (free of charge)

1. Select the “Messages” or “Edit messages” menu on your own mobile phone. (See also the operating instructions for your mobile phone concerning the preparation of short messages.)
2. Enter the security number of the Value Card as a short message.
3. Send the short message to telephone number **888**.
4. Please see the notes on page 18.

Recharging using payment slips (free of charge)

You can also recharge your call time using payment slips which you can order free of charge with the special order card supplied with the NATEL® easy package.

The amount paid is usually credited within 5 working days, and you will then receive an SMS short message on your mobile phone display. (As soon as your unit is switched on and in our service area.) Please see the notes on page 18.

Recharging call time using a credit card (free of charge)

The facility to recharge call credit using your credit card offers you many advantages:

- Recharging is easy and can be carried out at any time.
- You are not dependent on a point of sales or on shop opening hours since you can recharge at any time of day or night.
- You can also recharge when abroad.
- You can also recharge when your credit is zero, as the recharging process is free of charge.
- Please see the notes on page 18.

How to register for recharging using a credit card

Return the application for recharging using a credit card contained in your NATEL® easy package. You will then receive your personal recharging PIN (R-PIN).

Important information

- At present, recharging of call credit can be carried out using **EUROCARD/MasterCard** and **VISA** cards.
- The **R-PIN** (personal security code for recharging) which you receive from Swisscom Mobile, is your protection against misuse. **Your credit card can only be charged with the R-PIN in combination with your SIM card.**
- Please store your R-PIN **separately from your mobile phone.**

How to recharge your call credit using a credit card

Simply enter this key sequence:

* 1 0 1 * R-PIN * CHF amount # send

Example: your R-PIN (recharging code) is "1234" and you want to increase your credit by CHF 75.00:

* 1 0 1 * 1 2 3 4 * 7 5 # send

How to change your personal R-PIN

Simply enter this key sequence:

*	#	*	1	0	1	*	old R-PIN	*	new R-PIN	*	new R-PIN
#	send										

Your personal R-PIN must consist of 4–6 digits. If you receive the message “R-PIN allocated” please choose another unallocated key sequence for the R-PIN.

Permissible recharging amounts

- Please enter only whole CHF amounts.
- The minimum amount is CHF 50.00, the maximum amount CHF 400.00.
- You are permitted to recharge a maximum of three times per day.
A maximum of CHF 1,000.00 per week can be recharged.

Incorrect entry of the R-PIN

If the R-PIN is entered incorrectly three times in succession, the recharging function is barred for the current and following day. Thereafter you can recharge normally.

Loss of the R-PIN

If you lose your R-PIN please call our hotline.

How to change your credit card's registered expiry date

If you receive a new or replacement credit card from your credit card organisation, you can change the expiry date registered with us, to avoid having to complete a new application form. Dial the key sequence:

* * 1 0 1 * R-PIN * new expiry date: M M Y Y *

3 digit security number on the back of the credit card # press **send** key.

How to cancel the credit card recharging service

The facility to cancel this recharging method is available by means of the following key sequence:

1 0 1 * R-PIN # press **send** key.



Note

Once you have cancelled the “recharging using a credit card” service, it is not possible to reactivate this service by means of a key sequence on your mobile phone. A new application form must be completed.



General information on recharging

- If you wish to call up the **new credit balance** after recharging your card, simply switch off your mobile phone and then switch it on again.
- **Only the meter reading as shown in the Swisscom billing system is applicable for the exact credit balance.**
- When recharging there may be a small **difference** to the value shown on your display. This will be corrected at the time of the next recharge.
- Important: To ensure that you never miss the recharge confirmation or the warning message when your credit balance is about to run out, you should always delete any messages received on your mobile phone via SMS after reading them. This is because your SIM card can store a maximum of 10 messages.
- A number of mobile phones, mainly older terminals, cannot be used for roaming and/or do not accept all methods for recharging call credits. The list containing this information can be found at www.swisscom.com/mobile

Activating and using COMBOX® basic

Setting up COMBOX® basic

COMBOX® basic is your personal answering machine and forms an integral part of the NATEL® network. It is automatically activated for you when you make your first call (further information on page 8). You have the facility to change the basic settings at a later date.

You can use your **personal password** to listen to the COMBOX® basic from any telephone. You only need to configure your password, consisting of 4 to 6 digits, once from your own mobile phone. You can later change this password as often as you like (Point "COMBOX® basic settings"). Please also see the **COMBOX® basic memo card** in the middle of this manual.

Listening to messages

If someone has left a message for you in the COMBOX® basic, you will be notified by means of a short message (SMS) on your mobile phone's display. To listen to it, dial the number of your COMBOX® basic:

0 8 6 0 7 9 and your 7-digit mobile phone number (or short number from your memory)

New messages are stored for 15 days. Messages that have been listened to are only stored until midnight of the following day, after which they will be automatically deleted.

Dealing with messages

By pressing the 0 key while listening to a message, the following functions are available to you:

- | | |
|---|---------------------------------------|
| 1 repeats the entire message. | 7 repeats the last 10 seconds. |
| 2 stores the message for 15 days. | # jumps to the next message. |
| 3 deletes the replayed message. | * Change settings. |
| 6 provides information on the sender (telephone number), date and time of the message. | 0 Help. |

COMBOX® basic settings

While listening to your messages, the following functions are available to you to change the settings of your COMBOX® basic by pressing the * key:

- | | |
|---|--------------------------------|
| 1 Record your personal greeting. | 4 Select language. |
| 2 Switch to the standard greeting. | * Back to the messages. |
| 3 Change password. | 0 Help. |

To cancel COMBOX® basic

You can cancel your COMBOX® basic using the following key combination:

*** 1 2 1 * 90 # send**

If required, the cancelled COMBOX® basic can be reactivated via telephone number 00800 55 64 64 66.

9 Additional services

Storing telephone numbers

You can store up to 150 phone numbers on your SIM card which you can call up by means of quick-dial numbers. Numbers may contain up to 20 characters and may be stored together with a name (up to 16 characters). Please refer to the operating instructions for your mobile phone.



NATEL® message (SMS)

Receiving short messages

If your mobile phone is switched off or if call barring is activated, incoming calls will be held for you until you switch on again: normally for 72 hours or as programmed in the mobile phone (max. 168 hours).

Sending short messages

Mobile phone -> mobile phone: as per the operating instructions for your mobile phone. Tip: if this does not work, check that the number of the short message centre is stored in your mobile phone. The number is: +41 79 499 90 00 (without spaces). For further information on SMS, please see the SMS brochure which is available from a Swisscom shop or specialist dealer.

Costs and billing method

- Sending an SMS message costs CHF 0.20.
- If messages to a value of more than CHF 10.00 are sent, these are added together and deducted automatically from your credit.
- If your credit balance is less than CHF 10.00 each message sent will be charged separately and immediately.
- The messages will be billed every 30 days and deducted from the credit balance unless the two above rules have come into force.



NATEL® InfoService

You can call up the latest information by entering just a few key commands on your mobile phone display: news, weather forecasts, sports results, stock

market indices and exchange rates, SBB timetables, cinema programmes, directory enquiries and much more besides. Call 0800 854 854 for the Pocket Guide. The range of current services can also be found at www.swisscom.com/infoservice

Calling number display

When someone tries to reach you on your mobile phone the caller's number automatically appears on the mobile phone display.

Exception: if the caller has suppressed his number, or for some calls received from abroad.

Please bear in mind that your mobile phone number will also appear on the display of the person being called.

Barring incoming calls

Do you wish to remain undisturbed occasionally and not receive calls?

"Barring 35" will result in the caller hearing the following message:

"No calls made to this number are accepted at this time."

Note: While "Barring 35" is activated, you cannot recharge your SIM card. Therefore you should deactivate barring as soon as it is no longer required.

"Barring 35" must be switched off when abroad, otherwise outgoing calls are not possible.

How to bar:

All incoming calls and all incoming short messages:

* 3 5 * 0 0 0 0 # On

3 5 * 0 0 0 0 # Off

All incoming calls (short messages will continue to be received):

* 3 5 * 0 0 0 0 * 1 1 # On

3 5 * 0 0 0 0 # Off

All incoming short messages (incoming calls will continue to be received):

* 3 5 * 0 0 0 0 * 1 6 # On

3 5 * 0 0 0 0 # Off

To check the barring status: * # 35 #

Changing the barring code

The barring code (0000) is preset in the NATEL® network. You can change this as desired to protect against misuse. To do this enter the following sequence on your mobile phone: ** 03 * 330 * old digits (0000) * new digits * new digits #.

h Changing to a NATEL® subscription

With the suitable NATEL® subscription you may also be able to make less expensive mobile calls thanks to lower call charges (see the current NATEL® price list).

NATEL® swiss: The advantageous subscription for regular calls

The advantageous subscription for all those who regularly make mobile calls at all times of the day. Worldwide telephony in over 100 countries.

NATEL® international: The attractive subscription for frequent callers

The ideal subscription for frequent users with attractive call charges at all times. Worldwide telephony in over 100 countries.

NATEL® business: The powerful subscription for professionals

The powerful subscription for professionals who make extensive use of their mobile phone at all times. Worldwide telephony in over 100 countries.

To change to a NATEL® subscription, please complete the corresponding contract. Ask your mobile phone dealer, an adviser in the Swisscom Shop or call the **hotline 0800 55 64 64**. Your remaining NATEL® easy credit balance will of course be credited to you. Reverting from subscription-based NATEL® service to NATEL® easy is not possible.

If you switch from NATEL® easy to a NATEL® subscription you will retain your mobile phone number and GSM SIM card while being able to enjoy additional benefits of the Swisscom Mobile NATEL® network:

For example:

COMBOX® pro, the enhanced answering machine which features fax message and Internet functions.

CONNECT 1144™, our operator service when you need a number while out and about.

NATEL® data, the service for the mobile office which makes it possible to access the international data network and exchange information with internal company databases.

Problems and solutions

1. SIM card barred?

Enter PUK.

In the NATEL® easy package you will find your 8-digit PUK (Personal Unblocking Key) under a security strip. This can be used to reverse barring of your SIM card.

Automatic barring:

If the PIN is entered incorrectly three times in succession.

To override barring, enter:

* * 0 5 * PUK * new PIN * new PIN #

(You can also reuse your existing PIN as your new PIN.)



Note

If the PUK is entered incorrectly ten times or if you have lost your PUK it will no longer be possible to unbar your card. In this case your SIM card will become unusable and any credit on the GSM SIM card will be lost.

PIN and PUK ` for security reasons please keep your PIN and PUK separately from your SIM card (and your mobile phone).

PIN2 and PUK2 ` are only activated after changing over from NATEL® easy to a NATEL® subscription. It is essential to store these in a safe place.

2. No connection?

- ` SIM card inserted? Credit balance recharged?
- ` See section a or e.

3. New credit balance not visible after recharging?

- ` Have you switched the mobile phone off and on again?
- ` See section e.

4. Inexplicable reduction in credit balance?

- ` Have you used SMS short messages or NATEL® InfoServices?
- ` See section g.
- ` Check with our hotline 0800 55 64 64.

If you have any other questions please contact our **hotline 0800 55 64 64** where our operators will be pleased to help.

Emergency numbers

Dial 117 for emergency calls to the police in Switzerland. 118 emergency fire service calls are forwarded directly to the police in most Swiss cantons.

Emergency 112 (international emergency number) calls are forwarded automatically to the police (117) in Switzerland.

144 ambulance calls can be made in all cantons.

It is advisable to keep the emergency numbers of the respective country to hand while abroad.

How to make telephone calls when abroad (Roaming)

Thanks to roaming with NATEL® easy you can telephone throughout the world on almost all GSM roaming partner networks, without having to worry about foreign currencies or national borders.

Not only that – if you want – you can be contacted at all times and virtually anywhere on your personal telephone number.

General information on roaming can also be found on the Internet at www.swisscom.com/roaming

Your checklist before setting off

1. Activate roaming

Before you leave Switzerland, you have to press the following key combination on the keypad of your mobile phone:

* 1 0 0 * 1 1 # and **send** (key for making the call connection)

The confirmation “Roaming switched on” appears on the display of your mobile phone.



Note

You only need to carry out this step once, since roaming automatically remains switched on for trips abroad at a later date. To switch roaming off again, press:

* 1 0 0 * 0 0 # and **send**

2. Check which network operator in your destination country supports NATEL® easy roaming

The list of international network operators which support NATEL® easy roaming and the roaming price list can be obtained from the **Infoline 0800 854 854**, via **FaxBox 00800 55 65 65 65** or on the Internet at **www.swisscom.com/mobile**

3. You can decide for yourself which network your mobile phone is to use out of preference

If there are several networks in your destination country, or if you are staying in a border region between different countries, you can set on your mobile phone which network you wish to give priority to. (See “Network selection” from page 33 onwards).

4. Don't forget to take the recharger for your mobile phone





Check whether you will need an adapter in order to recharge your mobile phone's battery.

5. Make sure you have sufficient call credit

Before travelling abroad, purchase enough Value Cards to cover your needs or take advantage of the recharging method using your credit card. See the section "Recharging call time using a credit card" (from page 14 onwards).

1 How to set your preferred language

Dial the key sequence for the desired language:

English:	*	1	0	5	*	1	2	#	
German:	*	1	0	5	*	1	3	#	
French:	*	1	0	5	*	1	4	#	
Italian:	*	1	0	5	*	1	5	#	

How to select the network when abroad

Selection of the preferred networks

From among the foreign GSM network operators you may select a certain number of networks and store them on the SIM card in your mobile phone. This determines the network priority used by your mobile phone for the automatic search. You can find out more about the storing procedure in the operating instructions for your mobile phone.

Automatic network search

When travelling abroad, the network with the best transmission and reception conditions is selected from among those stored on your SIM card. If there is only one network in your location at the time, this will be selected, even if it is not on your stored list. When you switch on your mobile phone, the selected network will be shown on your display after a short delay.

Manual network search

Select manual network selection on the menu of your mobile phone. Once you have switched your mobile phone to manual selection, you can display the networks available at your location and select one of them. Manual selection is advantageous in the following situations:

- In border regions where you have access to various networks.
- If not all networks support NATEL® easy roaming.
- If no network is selected automatically.



Note

You can find out how the manual network search functions in detail in the operating instructions for your mobile phone. Please note: the way in which the network is displayed depends upon your terminal type.

11 How to make telephone calls when abroad

To make a call

Each dialling sequence begins with the key sequence * 1 1 1 * and ends with # **send**.

This is what you dial:

1. * 1 1 1 * country prefix national dialling code (minus 0) telephone number # **send**

E.g. for Switzerland:

* 1 1 1 * 0 0 4 1 3 1 1 2 3 4 5 6 7 # **send**

2. Wait for the mobile phone dialling tone and press the SEND key again.
3. An automatic announcement tells you how long you can speak to the other party on your mobile phone (maximum duration per call 15 minutes).

Calling stored numbers

You may store telephone numbers and associated names either in the memory of your SIM card or in the telephone memory. If you are registering telephone numbers with * 111 *, you must enter two zeroes for the country prefix instead of +. If you want to make a call when abroad using a registered telephone number (SIM card memory or telephone memory), the desired number must be stored as follows:

- On a SIM card or telephone memory abroad:
e.g.: for a call to Switzerland: *111* 0041 31 123 45 67 #
- On a SIM card or telephone memory in Switzerland:
e.g.: +41 31 234 56 78 or +41 79 123 45 67

How to be contacted by phone

The caller dials your normal mobile phone number **079 XXX XX XX**

① Activating and using COMBOX® basic

We recommend that you set your own password before leaving Switzerland. As soon as you leave Switzerland, your COMBOX® basic will be switched off automatically. It would therefore need to be switched on abroad. If COMBOX® basic is switched on abroad, all calls are diverted to COMBOX® basic and you will be unable to receive further calls. You will be notified that a message has been received in the COMBOX® basic by means of a short message (SMS). Please also see the COMBOX® basic memo card in the middle of this manual.

To listen to the COMBOX® basic:

*** 1 2 1 * 3 3 # To listen to COMBOX® basic messages**

How to use your COMBOX® basic when abroad:

*** 1 2 1 * 1 1 # To switch the COMBOX® basic on**

*** 1 2 1 * 0 0 # To switch the COMBOX® basic off**

*** 1 2 1 * 2 2 # To check status** (COMBOX® basic switched on/off)

*** 1 2 1 * 9 0 # To cancel COMBOX® basic**

Your COMBOX® basic will automatically be reactivated on your return to Switzerland if this was the case before your trip abroad.

On your next foreign trip, your COMBOX® basic will automatically be reset to the status which applied on your last stay abroad. If in doubt you can call up the last status at any time. Listening to and processing messages functions in the same way as in Switzerland (from page 19).

P How roaming prices are calculated

Price per minute

The price per minute for outgoing calls depends upon your location and the location of the other party. The price for incoming calls is only dependent on your location. A distinction is made between 3 zones:

- neighbouring countries
- Europe
- All other countries

Surcharges

Some network operators levy a surcharge per minute of call duration.

Where to find a list of current prices per minute for roaming:

In the **Swisscom Shop**, via the **Infoline 0800 854 854**, via **FaxBox 00800 55 65 65 65** or on the Internet at **www.swisscom.com/mobile**

9 How to increase your call credit when abroad

Recharging with Value Cards by direct key selection (free of charge)

* 1 2 3 * security number of the Value Card # [send](#)

You can find detailed information on page 12.

Recharging using a credit card (free of charge)

* 1 0 1 * R-PIN * amount # [send](#)

You can find detailed information on page 14.

Remaining call credit

You will be informed automatically of your remaining call credit before each call. A warning tone will be heard 30 seconds before your credit is used up. In order to be able to see the current value on the display after making a call or recharging, briefly switch your mobile phone off and on again after receiving a short message (SMS).

T Additional services

NATEL® message (SMS)

You can receive short messages (SMS) abroad at any time, but you are unable to send them yourself.

NATEL® InfoService

NATEL® InfoService is not accessible from abroad (except for the NATEL® InfoServices programmed in Switzerland).

S Tips and notes on roaming with NATEL® easy

First switch on roaming

Before you telephone abroad for the first time, activate roaming while still in Switzerland by means of the key sequence

* 1 0 0 * 1 1 # and **send**

Select a network which supports NATEL® easy roaming

If you are unable to make a call, change to a different network using manual network selection (operating instructions for your mobile phone).

Potential problems in border regions within Switzerland

If roaming is activated, it is possible that a foreign network may appear on your display in border regions. Switch to the NATEL® network by means of the manual network selection (see operating instructions for your mobile phone) or temporarily switch off roaming (key sequence: * 100 * 00 # SEND).

Checking if roaming is activated

If you are uncertain whether roaming is switched on, you can enter the key sequence * 100 * 11 # and SEND at any time whilst in Switzerland.

Switching on roaming when you are already abroad

If you have omitted to activate roaming in Switzerland, dial this number **from a fixed network telephone: +41 62 286 12 12** (24 hrs). Your NATEL® easy card will then be cleared for roaming operation.

f Important telephone numbers and Internet address

Calling from	Location	Service	Number
NATEL® easy	Switzerland	Hotline	0800 55 64 64
NATEL® easy	Switzerland	Recharging	+800 55 64 64 66 or 00800 55 64 64 66
NATEL® easy	Abroad	Hotline	*111* 0041 800 55 64 64 #
NATEL® easy	Abroad	Recharging	*111* 00800 55 64 64 66 #

Fixed network	Switzerland	Hotline	0800 55 64 64
Fixed network	Switzerland	Recharging	00800 55 64 64 66
Fixed network	Abroad	Hotline	+41 62 286 12 12
Fixed network	Abroad	Recharging	+800 55 64 64 66 or 00800 55 64 64 66

Information: **FaxBox 00800 55 65 65 65**

Internet **www.swisscom.com/mobile**



Tips:

- Ideally you should store the most important numbers immediately on your SIM card.
- See the operating instructions of your mobile phone concerning the use of the “+” key.