



ZONE1511

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GlobalDial *PLUS* SERVICE USER GUIDE

Corporate Helpdesk:

65 6720 6726/6727

(Monday to Friday, 9am to 6pm)

Technical Support:

65 9186 3879

(After 6pm - Monday to Friday)

Whole Day - Saturday, Sunday and Public Holidays)

Call-Me-Back

Make IDD calls from your Singapore mobile SIM card and save up to 94% on roaming charges.

To make a call:

- STEP 1** Dial your 8-digit Call-Me-Back access number in Singapore (eg. +656XXXXXXX).
- STEP 2** You will hear a ringing tone once. The call will be disconnected. Hang up and wait for ZONE to call you back.
- STEP 3** Answer the call and dial the **Country Code** + **Area Code** + **Telephone Number** you wish to reach, followed by the '#' key when prompted.
- STEP 4** Your call will be connected shortly.

Wrong number entered:

- STEP 1** If you have entered the wrong **Country Code**, **Area Code** or **Telephone Number**, press the '*' key.
- STEP 2** You will then be prompted to enter the **Country Code**, **Area Code** and **Telephone Number** and '#' key again.

Follow On Call:

- STEP 1** If you would like to make another call, press the '*' key after the other party has hung up.
- STEP 2** You will then be prompted to enter the **Country Code**, **Area Code** and **Telephone Number** and '#' key again for your next call.

www.zone1511.com.sg