

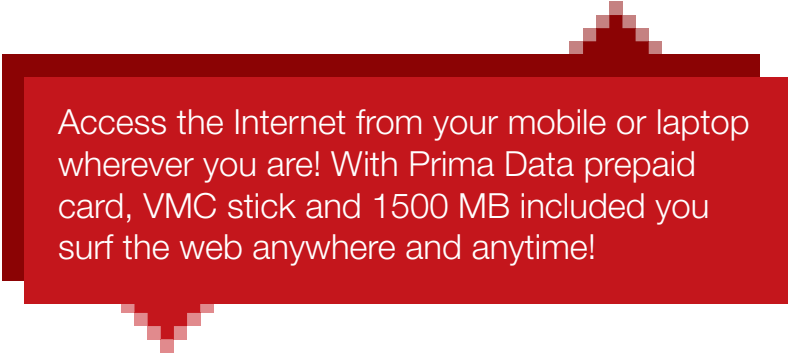


Surf with Prima!

User Manual

IT'S YOUR VOICE.
USE IT.





Access the Internet from your mobile or laptop wherever you are! With Prima Data prepaid card, VMC stick and 1500 MB included you surf the web anywhere and anytime!

With your Data Pima package you get:

> A prepaid data card with 5 BGN credit included

> VMC device

> 1500 MB free mobile internet valid for 90 days from the activation date.

You can use your Data Prima card to access the Internet and to send text messages. If you want to make and receive voice and video calls, to send MMS and to use other mobile services, you need to register your prepaid card at an M-Tel brand shop.

Manage the prepaid services you use via our website mtel.bg – Private Clients> My M-Tel>My Services. You can also check the bonuses and the account balance of your card.

Activating your Data Prima card

1. Insert the SIM card into your mobile phone or the VMC stick.
2. Enter your four-digit PIN code (the default code is **0000**). You can later change this code to one of your choice. If you enter the wrong PIN code more than 3 times, your SIM will be locked. To unlock it, enter the PUK code printed on the packaging of your original Prima package. Keep the PUK code in a safe place.
3. Send a blank SMS to the free of charge short number **1617**. When you have successfully activated your data card, you will receive a text message confirmation and 1500 MB bonus, valid for 90 days.

Prima Free Data packages

When the bonuses received at the time of Data Prima SIM top-up expire, you can choose one of the Prima Free Data prepaid data packages. The packages are available only for Data Prima users – you can use it with no contracts and monthly fees.

Activate a data package by sending a free of charge SMS to number **1796**.

Data Package	Prima Free Data 512 MB	Prima Free Data 1500 MB	Prima Free Data 5 GB
Price	19.90 lv.	29.90 lv.	49.90 lv.
Included traffic	512 MB	1500 MB	5 GB
Validity	60 days	60 days	30 days
SMS text for activation	512 MB	1500 MB	5 GB

Before activation of the chosen Prima Free Data package make sure that you have enough credit in the Prima card. Do not access the internet before the service's activation!

Data packages validity

> When the data package validity expires, the unused megabytes (MB) are not carried over with next activation.

> For balance check (MB), send a free of charge SMS with text **Balans** to short number **1796**.

Please note

All prices are VAT incl. In order to use the service you should have minimum 0.30 lv. credit on your Data Prima card. Price per MB over the prepaid bundle - 2.56 lv.. Charging method: per 20 KB. 1 MB (Megabyte) is equal to 1024 KB (Kilobytes).

Automatic renewal of the Prima Free Data package

For your convenience M-Tel offers the possibility of automatic renewal of the chosen data package after its validity expires.

To make your data bundle recurrent, send the relevant SMS for activation and insert „R” before the text – e.g. R512 MB. For more information: www.mtel.bg. The automatic renewal will be available from September 2010.

Topping up your Data Prima card

Easy Recharge

The service Easy Recharge lets you recharge a purchased voucher by dialling a key combination at your phone. Just enter on your cell phone *100# code for recharging the voucher # and press the dial button.

In case of a successful recharging, you will receive the following message: "Prezarejdane s XX,XX lv. Obshta suma YY,YY lv. Validnost do dd.MM.yyyy" [Recharging with XX.XX lv. Total sum YY.YY. Validity until dd.MM.yyyy]. If the recharging is not carried out, you will receive information about the reason.

M-Tel MPAY

Enter the Vodafone live! portal through your mobile phone, choose the third tab and the service M-Tel MPAY. After you have registered your bank card, you can top up your prepaid card from Payments > Prima recharge.

e-Pay

You can top up your Data Prima account through the M-Tel website by using the e-Pay system. You must follow the instructions for topping up Prima cards, published on www.mtel.bg.

Via the M-Tel+ menu

A post-paid subscriber with a M-Tel+ SIM card (STK SIM card) can recharge a prepaid account via the M-Tel+ menu of the card. The subscriber needs to go to the M-Tel+ menu, choose the **M-Tel Info** category and option **Zaredi Prima**. A pop-up dialogue box appears on the display:

1. Enter the Data Prima card's number
2. Choose the recharge amount – 5 lv., 10 lv., 15 lv.
3. Confirm that the number and the amount are correct.

Quick Top recharge in M-Tel shop

You can quickly top up your prepaid account by visiting any M-Tel shop. You need to choose an amount in the range between 5 lv. and 100 lv. The recharged amount will be loaded immediately to the balance and the card will receive an SMS notification.

By cash machine

You can also top up your card with an SMS, sent from the number of an M-Tel subscriber. Topping up the prepaid SIM card with the amount of 5 lv., 10 lv. or 15 lv. could be done by sending an SMS from the number of an M-Tel postpaid customer, whose contract with M-Tel is from at least 3 months. He will be charged for this service in his next monthly invoice. To top up a prepaid account, the M-Tel subscriber should send an SMS to number 1616 with the following content: **08XXXXXXXX,Y; 08XXXXXXXX,YY.**

> 08XXXXXXXX is the prepaid card number to which the amount will be credited
> Y or YY is the amount that is to be topped up to the prepaid card (respectively 5 lv., 10 lv. or 15 lv. (VAT incl.), which must be written down as a whole number).

Bonus scheme

Every Data Prima user who use the M-Tel services for more than 1 year, receives additional amount for mobile services upon every recharge:

- > upon electronic recharge with amount from 15 lv. to 29 lv. – 5% bonus
- > upon recharge with a paper voucher with amount from 30 lv. to 100 lv. – 10% bonus
- > upon electronic recharge with amount from 30 lv. to 100 lv. – 15% bonus.

Validity of Data Prima

Your Data Prima SIM card has a certain cycle of validity consisting of two periods:

- > an active period (12 months from the date of activation) when you can use the SIM fully for all the services provided by the card.
- > an additional "passive" period (the last, 13th, month), when you can only receive text messages. If you don't top up your credit during this period, your SIM will be deactivated. On the day you top up your credit with a voucher the validity of your SIM is automatically extended for another 12 months of active period and 1 month of passive period. If you top up using a voucher of 5 lv., the validity of your SIM won't be extended. In this case the Data Prima validity period will be extended with 1 month active period + 1 month passive period.

Note: If within 30 days you top up a total of 10 lv. (for example 2 vouchers worth a minimum of 5 lv. each) or more, the validity of your SIM will be extended by a 12-month active period and 1 month of passive use.

Data Prima services

SMS

The service lets you send and receive text messages of up to 160 characters. If you need to send SMS via the VMC stick, you must choose Start SMS Program. It's possible an SMS center to be requested: +35988000301.

To send/receive SMS via your cell phone, you need to configure the following settings (in case they are not automatically entered by the network):

> enter the number of the SMS Center (the Service Center) for customer service (go to Messages/Settings/Text Message/Service Center and dial number +35988000301).

> enter the type of message (go to Messages/Settings/Text Message/SMS and choose TEXT from the options)

> enter validity period for your message. This is the period, during which our SMS Center will try repeatedly to send your SMS if the addressee is temporarily unavailable. You can choose validity period via the menu of your mobile phone – go to Messages/Settings/Text Message/Validity and select **24 hours**.

The SMS service can be used in Roaming.

Data Prima GPRS

GPRS gives you the opportunity to send MMS and to use WAP and Internet over GPRS, providing you with high-speed data exchange and Internet access. You can also use EDGE, UMTS or HSPDA if your mobile support these protocols and you are in the coverage area or if you have a VMC stick, purchased from M-Tel.

GPRS is automatically activated for all Data Prima users. To use Data Prima GPRS you should have minimum 0.30 lv. credit on your Data Prima card. GPRS is not accessible in roaming for the moment.

Information about account balance, free MB and SMS

You can check your account balance in any of the following ways:

> at www.mtel.bg – Private Clients > My M-Tel > My services > My Prima balance, bonuses and validity

> dial ***101#**. You will receive information about your current account balance and the expiry date of your Data Prima card. The service is free of charge.

Post-call Notification is a service, providing prepaid customers with immediate information about their balance after a consumed service is charged. The service is automatically activated for every Data Prima user. You can deactivate the service by:

> entering **#102#** and pressing the dial button on your cell phone
> entering www.mtel.bg > Private Clients > My M-Tel > My services > My quick services.

You can reactivate the service by entering ***102#** and pressing the dial button or at www.mtel.bg > Private Clients > My M-Tel > My services > My quick services.

You can check your free SMS in either of the following ways:

> at www.mtel.bg – Private Clients > My M-Tel > My services > My Prima balance, bonuses and validity.
> enter ***101#02#** on your cell phone and press the dial button.

You can check your free MB in either of the following ways:

> at www.mtel.bg – Private Clients > My M-Tel > My services > My Prima balance, bonuses and validity.
> enter ***101#03#** on your cell phone and press the dial button.

Vodafone live!

Vodafone live! offers you the best from the Web on your mobile phone, television and music on the go and a lot more entertainment.

Electronic report

The service Electronic report allows you to check the account balance of your prepaid card via our website www.mtel.bg. The fee for the service is 1,50 lv. The temporary PIN code is valid for 120 minutes.

SOS recharge

SOS Recharge allows Data Prima customers with less than 0.22 lv. in credit to ask another M-Tel customer to recharge their account for them.

You must send an SMS to number **1785** with text **08XXXXXXXX**, where 08XXXXXXXX is the number of the subscriber, who will receive your request for a recharge of your card.

You can use the service only if the recipient is an M-Tel client. You can send up to 3 SOS Recharge messages after each recharge of the Data Prima card.

SOS Credit

The service allows you to receive a credit of 1 lv. in your prepaid account – just send an empty SMS to short number **1787**. If your credit request is approved,

the credit amount will be loaded immediately in your account and you will receive an SMS notification. Upon recharging your card (regardless of the way you recharge it), the 1 lv. credit together with the fee for using the service, is automatically deducted from the recharged amount. The amount of the credit is 1 lv., VAT included. The fee for each approved credit is 0.10 lv., VAT included.

You can send an SOS Credit request if:

- > your prepaid card has been active for at least 90 days and you have recharged it at least once
- > you have less than 0.22 lv. in your account
- > you do not have another unpaid SOS Credit.

Please note

- > The SMS to short number 1787 is free of charge.
- > The SOS Credit services can be used once between two recharges.
- > The service is available for all prepaid clients and does not require additional activation.
- > SOS Credit cannot be used in roaming.

SMS Parking

SMS Parking service gives you the opportunity to park within the Blue Zone in the city of Sofia and pay the fee easily by sending an SMS to short number 1302 with text – the licence plate number of the vehicle. As a reply you will receive a confirmation SMS for 1-hour stay. You can extend your parking by another hour – just send another SMS. The service is available from 8:30 am to 6:30 pm during working days.

Please note

- > The SMS to number 1302 is charged according to the standard price in your tariff plan.
- > The price you pay upon confirmation for parking is 1 lv. with VAT included.
- > The incoming information or confirmation SMS messages are not charged.
- > If you pay an SMS Parking fee before 8:30 am, your parking time starts at 8:30 am.
- > Upon requesting SMS parking before 6:30 pm (including if the request is sent at 6:25 pm) an 1-hour stay will be charged, regardless of the remaining time to 6:30 pm.

Data Prima Classic Tariff plan

If you want to use your Data Prima for voice calls, MMS and other voice services, you need to register your prepaid card in M-Tel shop – will be automatically transferred to the Data Prima Classic tariff plan. You'll still have the possibility to surf the Web – just choose one of the M-Tel Free Surf data packages. Activate a data package via free of charge SMS to number 1796.

Data Package	M-Tel Free Surf 50 MB	M-Tel Free Surf 100 MB	M-Tel Free Surf 500 MB
Price	9.90 lv.	14.90 lv.	19.90 lv.
Included traffic	50 MB	100 MB	500 MB
Validity	30 days	30 days	30 days
SMS text for activation	50 MB	100 MB	500 MB

Prima Classic tariff plan:

Price per minute to 5 M-Tel number in Friends and Family group	0.23 lv.
Price per minute to all national networks	0.54 lv.
Price per SMS to M-Tel networks	0.18 lv.
Price per SMS to other mobile networks	0.25 lv.

After each recharge of your card, you will receive a special price for calls to all national networks – 0.39 lv./min. and additional talk time, which depends on the recharged amount. The preferential price and the additional talk time are valid for 30 days from the day of activation.

Condition	Free talk time to Friends and Family numbers
Recharge with 5-14 lv.	30 minutes
Recharge with 15-29 lv.	80 minutes
Recharge with 30 lv. or more	200 minutes

Charging method: per second after the first indivisible period of 60 seconds. Once you have switched to Data Prima Classic, you can't use the Data Prima tariff. For more information: *88 (the call to the IVR menu costs 0.03 lv. and the call to an operator costs 0.15 lv.).

You can dial **1111** to check the account balance and the validity of your card (the call costs 0.03 lv.).
You can check your free minutes by entering ***101#01#** on your cell phone and pressing the dial button.

Topping up by voucher

To top up your Prima account, you can buy a voucher from any M-Tel shop or Prima distributor and follow the instructions on its back.

Additional Data Prima Classic services

MMS

MMS adds new applications to the well-known SMS service. For MMS activation over GPRS:

- > call our Customer Service Center on *88
- > visit any M-Tel shop
- > go to www.mtel.bg, Private Clients/ Handsets/MMS settings, where you can see the MMS settings.

Video Call

Video Call gives you the opportunity to use your mobile phone for live video communication.

Voice Mail

You can use the Voice mail service when your cell phone is switched off, out of network, or if you do not answer the call within 20 seconds (default settings). You can change this period from 5 to 30 seconds, divert all calls to your mailbox or divert calls when the tone is busy. The default settings are valid only when you are in the M-Tel network. Your own settings always have priority over default settings. Voice Mail is automatically activated 24 hours after you have made your first call.

Listening to messages and using the voice menu is easy and free of charge – just dial short number **131**.

Missed and Available Calls

The Missed Calls service offers you an SMS notification about the numbers which have called you while your cell phone has been out of network coverage or switched off. Missed Calls stores up to 20 numbers for 5 days. After 5 days the numbers will be deleted.

The Available calls service helps you reach M-Tel subscribers who have no network coverage or have their phones switched off. You will receive an SMS notification when the numbers are available within 12 hours from the time of your call. These services are free of charge and are activated automatically for each prepaid card. The services can be used in roaming, free of charge as well, if supported by the relevant operators. The deactivation and re-activation of the services is free through the automatic voice menu: dial *88, enter 4 for service activation and deactivation, press 4 to activate or deactivate Missed and Available Calls and follow the instructions.

MUSICALL

MUSICALL gives you the opportunity to replace the standard ringing tone, heard by those, calling you, with music of your choice. The monthly fee is 0.60 lv. (VAT included) and it is deducted from the account balance of your card. The service has no monthly fee for the first two months after activation.

The service can be accessed on www.mtel.bg, wap.mtel.net, <http://live.mtel.bg> and with an SMS or a call to number **1888**.

Roaming

Use the Roaming service every time you travel abroad! You can receive incoming calls, send and receive text messages in the networks of 400 roaming partners of M-Tel in 175 countries. You can make outgoing calls, as well as use WAP and MMS in the networks of 69 M-Tel roaming partners. Roaming is automatically activated for every M-Tel prepaid card.

You can deactivate or reactivate the service by sending an SMS to number **1781** with text **stop** for deactivation and **start** for activation. The activation or deactivation request must be made while you are within the M-Tel network in Bulgaria from the number for which you wish to activate or deactivate Roaming. You can activate or deactivate the service once daily. The activation and deactivation with SMS is free.

Customer Care Service numbers accessible in roaming

- > +359 88 8 088088 or +359 88 137 – Customer Care Service, accessible from all Bulgarian and foreign networks.
- > 1113 – menu in Bulgarian language for recharge in roaming
- > 1114 – menu in English language for recharge in roaming.
- > *101# – information about your account balance and the validity of the card.

Some limitations are possible when calling number *101# depending on the network. The outgoing calls to all numbers listed above will be charged as outgoing calls in roaming to Bulgaria (*101# is free). You should have minimum 3 lv. in your card to make a call in roaming.

Friends and Family

The Family & Friends service provides preferential rates for calls to 5 numbers of your choice from the M-Tel mobile network. You can enter and change your preferred numbers in the group in one of the following ways:

- > dial 1112 and follow the instructions;
- > send a text message to number 1791 with the text: N 08XXXXXXXX, where N is the position from 1 to 5 for which you want to add or replace a number, and 08XXXXXXXX is the mobile number;
- > to check the numbers added to Family & Friends, please send an empty text message to 1791 and you will receive a list of the numbers;
- > contact our help line at *88, and our staff will enter or change the numbers for you. You will be charged 0.03 lv. for the call to the voice menu and 0.15 lv. if you want to speak to an operator. Activating the service and entering the first 5 numbers are free. Any change afterwards costs 0.60 lv. Sending a text message to 1791 is free of charge.

SOS Call

The service offers you a chance to contact the person you want, even if your voucher is empty. If you have less than 0.22 lv. in your account, you can send an SMS to number 1786 with text 08XXXXXXXX, where 08XXXXXXXX is the number of the subscriber, who will receive your request for calling you.

Please note

1. When the validity period of your card, printed on the packaging of your original Prima package, has expired before you have activated it, the SIM card becomes invalid.
2. If your card is lost, stolen or damaged, you can visit any M-Tel shop and purchase a new prepaid card (if the damage of the SIM card is not your responsibility, you will get it for free). You will retain: your telephone number, the balance of your account, the active settings.
3. Incoming calls and short messages are free of charge.
4. Each voucher, purchased from the M-Tel shops or distributors, has a validity period, printed on it. If this period has expired before you top-up your account with this voucher, it becomes invalid.
5. The validity period of the amounts recharged electronically is specified in the price list of the prepaid service and becomes effective from the recharge date.
6. If you top-up your account before you have used up the amount available within the active period, the balance will be added to the cost of the new voucher.
7. If the balance of your account falls to the minimum before the end of the active period, the total validity period of the voucher will remain.
8. If you enter a wrong PIN code more than 3 times, your card will be blocked. To unlock it, enter the PUK code printed on the packaging of your original Prima package. To get your PUK code, you need to:
 - > quote three telephone numbers which you have dialled most frequently
 - > quote one of the Friends and Family numbers, if you have the service activated.

Important telephone numbers and direct dial numbers

M-Tel Call Centre

- > *88 – you will be charged 0.03 lv. for the call to the voice menu and 0.15 lv. if you want to speak to an operator.
- > +359 88 8 088088 – available from the networks of all Bulgarian and foreign operators. You are charged the same rate as an M-Tel call.
- > +359 88 137 – toll-free number for customers in roaming

Emergency numbers and direct dial numbers (free of charge)

1112	Administration of the Friends and Family Service
112	International universal GSM number for emergency calls
150	Emergency
160	Fire Department
166	Police
146	Road Assistance
165	Road Police
0080067891011	Europe direct
116111	National helpline for children

The call to the following number costs 0.03 lv.

1111	Main Menu of the prepaid service
1113	Recharge with instructions in Bulgarian language
1114	Recharge with instructions in English language
11888	M-Tel Contact – M-Tel telephone guide: 0.39 lv./min.

All prices are VAT inclusive.