

# TravelSim News

Quarterly Newsletter, Issue no 14, October 2013

[www.tavelsim.com](http://www.tavelsim.com)



***This autumn issue of quarterly newsletter provides an overview of the latest TravelSim changes and developments.***

The most important news are related to changes in the rate plan and new service Home Callback. In case you require additional information, please do not hesitate to contact us by email at [travelsim@travelsim.com](mailto:travelsim@travelsim.com). We value your suggestions and feedback.

## Home Callback service

We would like to introduce a new service - Home Callback (HCB). It allows customers use their TravelSim balance and make cheap outgoing calls worldwide while staying in their home countries. Calls are made via their local mobile phone and balance is subtracted from their TravelSim accounts.

### ***How does it work?***

User arrives back home with his TravelSim number, let's assume he lives in Germany. He forwards his TravelSim number (using unconditional forwarding service – Call Redirection) to his local mobile number +49xxxxxxxx. Our system picks that up and now we know that we need to forward all his calls to +49xxxxxxxx. In order to utilize HCB service user has to do the following:

- 1 Forward his TravelSim number to his local mobile number.
2. Using his local mobile phone he has to send a SMS message to Access Number +447700313131. Body of the message has to contain a phone number he wants to call (for example, it will be +39xxxxxxxx).
3. SMS to +447700313131 is charged from your local mobile phone according to your mobile provider price list .
4. After sending an SMS message to +447700313131 he will receive a phone call on his mobile phone and be able to be connected to his calling party. Balance of the call will be deducted from his TravelSim balance.

### ***Rates:***

This service has a separate rate structure.

### ***Important:***

When application is being enabled, all calls dialed in international way (eg. +49xxxxxxxx/0049xxxxxxxx numbers) are deducted from TravelSim balance. You can either disable function HCB on you phone, or add specific numbers (eg. Any country code without 00/+, or entire number 49xxxxxxxx) to the Black List of this App. Then, while calling to these "black" numbers, balance is charged from your local mobile number.

## Application:

Additionally, we have upgraded our SmartCallback application so that it can handle Home Callback service. By installing SmartCallback app on your mobile phone (supports only Android phones) you will be able to call internationally while being at home and don't have to send an SMS. The App will do it for you, just set the unconditional forwarding and simply dial the number you want to call (please make sure that you have a sim card from your local mobile provide in your phone).

## Direct link to an App:

<https://play.google.com/store/apps/details?id=com.telecom.smartcallback>



## Quick Navigate updates

We have recently updated our Quick Navigate system and we would like to let you know about a recent addition to it. Starting right now you are able to search for a particular sim card number using its serial number (ICCID).

Don't forget that you can also search using other options such as: MSISDN, INUM, ENUM, ICCID, IMSI, TsimId.

## New version of Data packages

We remind you that new version (2) of Daily GPRS is available. In the context of new version (2) we offer several packages with different volume and time duration usage.

Unlike the previous version (1) of Daily GPRS, which has been automatically prolonged each day, new data packages need to be activated each time. It means that at the completion of one package by volume or duration, the client can order any other package for an unlimited number of times.

Another important difference – the data package becomes activated as soon as the order is done, package cost is being deducted immediately.

Daily data package is available in the following countries and is charged in 100 KB increments: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Saint-Barthelemy, Sweden and United Kingdom.

Package code	Data amount MB	Duration in days	Order price EUR
1	10	1	1.50
2	50	1	7.50
3	100	7	14.50
4	250	30	37.50

## USSD-commands to manage the service:

- \*146\*941\* Package code# - service activation
- \*146\*940\* Package code# - service deactivation
- \*146\*942\* Package code# - check the status of service

## Important notices:

- The packages of new version (2) cannot work simultaneously with the packages of version (1). Please decide which version of Daily GPRS will be available to your clients.
- Only one package can be activated at once.
- Data package becomes activated as soon as the order through USSD- or XML command is made (even in the country not listed above). The the package cost is taken immediately.
- The package is completed either when the ordered amount of data is used, or when duration time is reached.
- In new version (2) it is possible to order a new data package when the data amount has been finished, despite the duration time of this package.
- If the amount of data hasn't been used, the client cannot order a new package. To order a new package the current one has to be deactivated with USSD- or XML-commands. In case of deactivation unused amount of data will be lost and money is not refunded.

## GPRS limits

To get a full control over costs, a GPRS limit can be set on the sim card. This service gives an opportunity to order a limit with different time duration (day, week, month, calendar month) while using GPRS. To manage these limits you can use either USSD-, or XML-commands.

### *Please pay attention to default settings:*

- Limits are deactivated on all cards
- Cost of Data package is not included in the value of set limit
- An automatic limit value of 100 000 standard units is set on all cards
- Duration time of the limit is 24h

### *Amount of limit:*

- Is set for each card separately
- Limit value can be changed by USSD- or XML-commands

In case of interest, we'll send you additional information.

## International Fairs

TravelSim is exhibiting at ITB Asia in Singapore during 23-25 October 2013, World Travel Market London during 4-7 November 2013 and India Telecom during 5-7 December 2013.

We'd be happy to discuss various cooperation and product related questions and give you all the news that we will be introducing at the show.

## Changes in calling rates

There have been some changes in TravelSim calling rates. See rates table below:

Country	Incoming call (EUR/min)	Outgoing call (EUR/min)
Cambodia	0.43	0.85
Samoa (Western Samoa)	1.67	2.50
Tunisia	0.45	0.95

### *New cost of classic SMS from:*

Algeria - 0.65 EUR  
 Samoa - 0.35 EUR  
 Syria - 0.65 EUR

## Discount SMS from China

A new TravelSim package is available starting 1 October 2013 - Discount SMS from China!\*

\* This feature is available only for TravelSim + USA cards.



Country	Discount SMS price, EUR	Activation fee, EUR	Validity period	Activation code
China	0.10	0.99	100	6

**\*146\*921\*6#** - to activate discount classic SMS rate period

If successfully activated, screen will show the following message: "Discount SMS price in China activated"

**\*146\*922\*6#** - to check how many days is left

Screen will show the following message: "Discount SMS in China active for % day(s) more." where "%" = number of days before the end of the period.

**\*146\*920\*6#** - to deactivate the package

**NB!** If the feature is deactivated, the cost of activation will not be returned to the user! Screen will show the following message: "Discount SMS price in China deactivated"

While using this new feature no other rates will be affected except the classic SMS message rate from China!

## Extra rates

Please be kindly informed that starting 1 October 2013 TravelSim changes rates in some EXTRA destinations:

Destination with additional cost	Add to outbound (EUR /min)	Changes
Azerbaijan	0.10	new
Burundi	0.21	new
Cameroon	0.10	new
Gabon	0.21	
Guinea	0.21	
Morocco	0.21	
Nicaragua	0.10	new
Serbia	0.10	new
Somalia	0.21	
South Sudan	0.10	new
Tonga Islands	0.21	
Tunisia	0.21	
Uganda	0.10	new
Zimbabwe	0.21	

## Personal assistant service

We are happy to inform you that **free usage of personal assistant service is extended until 1 January, 2015!**

Personal assistant can provide travelers with information and concierge services, travel support, business services, medical assistance and emergency help as well as interpretation services. Customers only pay per minute rate of the outgoing call in the host country.

The personal assistant is available 24/7/365 worldwide. It is provided in English (dial **+372 991**) and Russian (dial **+372 992**).

## Changes in GPRS rates

Please find updated TravelSim price list for GPRS services below.

Country	Network	Price, (EUR/MB)	Changes
Australia	YES OPTUS	1.85	new
Canada	Bell Mobility	17.31	new
Mexico *	Iusacell	0.70	new
Tunisia	TUNTEL	13.31	new
UAE	Etisalat	0.70	

\* Only TravelSim + USA

Please inform your customers about this change as soon as possible and post it on your webpage.

