



PAY AS YOU GO

USER GUIDE



epic

Great network. Great value.

Welcome to the world of epic!

A brand-new world is here to offer you innovative mobile telephony services and many privileges.

Today, with **Pay As You Go** by **epic**, your communication becomes more exciting than ever.

This guide will answer all of your questions, as it includes everything you need in order to get started.

For more information, visit our website at www.epic.com.cy or contact our Call Center at 136.

1. What's included in the Pay As You Go connection pack

Inside the connection pack you will find:

1. A SIM card with inclusive airtime, SMS and data
2. Greek & English user guides
3. Your personal Security Codes

2. Your Pay As You Go journey begins

To begin communicating through your new line, follow the instructions below:

1. Insert your SIM card in your mobile phone
2. Turn your mobile phone on. "**epic**" will appear on your screen
3. Place your first call (within Cyprus). Your inclusive airtime is activated by placing your first call and is valid for 30 days. This period will be extended according to the validity period of the top-up card used

3. Your personal Security Codes

You will find your personal Security Codes on the SIM card inside the **Pay As You Go** connection pack. Keep your SIM card (PIN, PUK) at a safe place for future reference.

PIN: This is your 4-digit Personal Identification Number. We recommend that you activate your SIM card's Personal Identification Number (PIN). Details on setting up your PIN can be found in the "Security" section of your mobile phone's user guide.

When this option is activated, you will be asked for your PIN every time your mobile phone is switched on.

Epic advises: For security reasons we advise you to change your PIN code to a personal and memorable 4-digit code.

To change your PIN dial: ****04*existing PIN*new PIN*new PIN#**

PUK: This is your 8-digit Personal Unblocking Key. Your PUK can be used to unblock your SIM card (entering a wrong PIN 3 consecutive times will result in blocking your SIM card). To unblock your SIM card, please enter your PUK code and then enter a new PIN. If you enter the PUK incorrectly 10 times, your SIM card will be deactivated and you will need to visit an **epic** store to replace it.

Voice Messaging Code: This is the 4-digit code required for listening to your voice messages. The code is 1234 by default. Once you have accessed the voice messaging system and listened to the automatic operator, we advise you to change your voicemail code for security reasons.

4. How to top-up your account and check its balance and validity period

When the inclusive airtime and minutes of your **Pay As You Go** connection pack are running low, you can top-up your airtime/SMS/MB through the **my epic** app, at any **epic** store, kiosk, selected distributors' shops, through **epic pay** (www.epicpay.com.cy) or the JCC Smart online payments service.

How to top-up your account:

1. Call **2020** from your mobile phone
2. Follow the automatic operator's instructions
3. Dial the 14-digit code you will find on the top-up card or the top-up receipt when prompted and press # or dial ***202*14-digit code#** and then **CALL**.
You will automatically receive a message on your mobile phone screen confirming the amount credited to your account

Instant credit notification: Every time you terminate a call or send an SMS, you will receive a flash message informing you of your remaining credit balance and validity period.
To deactivate this service, please contact our Call Center at 136.

How to check your account balance and validity period:

1. Call **2020** from your mobile phone
2. Follow the automatic operator's instructions or dial ***202#** and then **CALL**.
You will automatically receive a message on your mobile phone screen displaying your remaining balance and validity period details

5. Important information

By purchasing the **Pay As You Go** connection pack and activating the SIM card, you become a subscriber of **epic ltd** and you agree with the terms and conditions for the provision of the **Pay As You Go** prepaid service as well as any other additional terms and conditions that apply regarding specific services, offers and competitions of **Pay As You Go** service. All the terms and conditions are published at www.epic.com.cy.

1. The **Pay As You Go** account is valid for 30 days from activation and can be renewed with top-up cards (except SMS Booster and Data top-up cards) the validity period of which varies based on the value of the top-up card.
2. The ability to make calls (except for calls to emergency numbers 112/199 for 3 months from the date of activation) will cease when the validity of the **Pay As You Go** expires even if the subscriber is using any service at the given time. The subscriber may reactivate the account for a period of 3 months from its expiration.

In any other case the SIM card number will be deactivated and may be allocated to another subscriber.

3. When the validity period of the account expires, any remaining airtime, SMS and data balance (including bonus airtime, SMS and data) will be lost. The SMS Booster or Data top-up cards may be used only within the validity period of the **Pay As You Go** account.
4. No bill is issued for the use of the **Pay As You Go** service.
5. The charges of all **Pay As You Go** services are published at www.epic.com.cy.
6. In the case that the SIM card is lost or stolen, the subscriber:
 - should contact the call center at 136 immediately to deactivate the SIM card,
 - is responsible for all the charges for the use of services until epic is notified for the deactivation of the SIM card,
 - needs to purchase a new SIM card or a new Connection Pack. The new connection pack will have a new number.
7. **Pay As You Go** subscribers that choose to transfer their service to a Pay Monthly plan, will be losing the available credit of their **Pay As You Go** account.
8. The information provided are correct at the time of printing. All information may be changed, amended or withdrawn by **epic**.

For more information, charges, terms and conditions, visit www.epic.com.cy or contact our Call Center at 136.