


	LYCA GLOBE 5	LYCA GLOBE 10	LYCA GLOBE 15	LYCA GLOBE 20
Price for 28 days	5€	10€	15€	20€
4G Internet	6 GB	20 GB	50 GB	100 GB
National Minutes	100 MIN	UNLIMITED		
International Minutes*		400 MIN	1.000 MIN	
Lyca to Lyca Calls	UNLIMITED (Lycamobile to Lycamobile Spain)			
National SMS	100 SMS (Lycamobile to Lycamobile Spain)			
Activation Code	*139*700#	*139*701#	*139*702#	*139*703#
EU Roaming 	INCLUDED			

**Countries included:*

Only landlines: Argentina, Andorra, Brazil, Chile, Croatia, Costa Rica, Dominican Republic, Gibraltar, Indonesia, Japan, Morocco, Panama, Paraguay, Peru, Russia, Slovakia, Slovenia, South Africa, Turkey, Uruguay, Venezuela.

Landlines & Mobile: Austria, Australia, Belgium, Bulgaria, Canada, China, Colombia, Cyprus, Czech Republic, Denmark, Finland, France, Germany, Greece, Hong Kong, Hungary, Iceland, India, Ireland, Italy, Israel, Lithuania, Luxembourg, Malaysia, Malta, Mexico, Netherlands, Norway, Poland, Portugal, Puerto Rico, Romania, Singapore, Spain, South Korea, Sweden, Switzerland, Thailand, United Kingdom, USA.

HOW TO ACTIVATE YOUR BUNDLE ON YOUR OWN

- 1 In order to activate a bundle, you need to top up your phone with **credit**.
- 2 **Make sure your DATA is turned OFF during the process**. If not, as soon as you top up your SIM will recognize the money and begin to use it and you will no longer have sufficient funds to activate your bundle!
- 3 Top up with money (at the Citylife Madrid's office, Día Supermarkets, Carrefour o Estancos).
- 4 **Dial *221# + press Call** to confirm the top up. A pop up message with your credit will appear.
- 5 To activate a bundle you need to dial the corresponding **ACTIVATION CODE + press CALL** on your phone. Follow the prompts on the screen to complete the activation.
- 6 **Turn ON your DATA** and you are all set.

The internet service is automatically configured when you insert the SIM card into your device. If you find you do not have internet access, adjust your APN setting to make sure it says "data.lycamobile.es". If you are still unable to access the internet, call Lycamobile on 321 and they will help you.

USEFUL FREE NUMBERS

Dial *321#

to view your Lycamobile number

Dial *221#

to see your current balance

Dial 321

for Customer Services

Important information about your bundle

- Each bundle has a 28-day validity period. All remaining data/minutes will expire at the end of the 30th day, no matter what.
- You will receive a message when you've used 80% of your data.
- If you use all your bundle allowance before it expires you can renew same bundle up to 3 times.
- On the renewal date, if you have enough credit on your phone, your current bundle will automatically renew. If you don't have enough credit, you'll have to top-up again and repurchase the bundle you want (see bundle codes on front page).
- If you use all of your bundle allowance before it expires, any data/minutes usage will be charged at our Standard National Rates using credit from your account balance. If you don't have any credit, you will have to top-up before using your phone.
- If you use all of your bundle allowance before it expires but you still have some credit on your account, turn off your data and don't make any calls (to avoid being charged at our Standard National Rates). You can then use this credit to buy another bundle or renew your existing one (on the expiry date).
- Before you top-up, after your bundle has renewed and after activating a new bundle, we recommend:
 1. You dial *221# + press call to see how much credit you have on your phone.

FAQ

Can I have multiple bundles activated at once?

Yes, you can mix and match however you want.

I just went on a trip to a foreign country, but now my SIM card doesn't work. What do I do?

Go to Settings > Carrier Settings, select the Manual option and choose Lycamobile, then restart your phone.

I'll be travelling abroad, can I use my current plan there?

Please check: www.lycamobile.es to see how much roaming is available in each bundles.

My phone has been stolen, I want a new SIM card, but can I keep my old number?

Yes, you can. Just visit the Citylife Office to activate a new SIM, then call 321 and ask for your old number to be transferred over to your new SIM. If there was credit on your old SIM it will be transferred over, but if it was a bundle you will lose it. The number transfer can take up to 48 hours - so don't top-up before the transfer is complete. Once you have your old number on your new SIM, top-up/buy a bundle.

I put money on my card a few days ago, but now it has stopped working. What happened?

Making a top-up is not the same as activating a plan. If your phone operates without a plan you will be charged at our Standard National Rates, which means your credit may be used quicker than you thought. Here are a couple of things to keep in mind:

1. If you don't have a plan active or don't have any data/minutes left on your plan, your account will use your credit for any data you use or calls you make. This will be charged at our Standard National Rates. To avoid this, activate a plan or turn off your data and don't make any calls.
2. Remember to monitor your usage to see when your data/minutes are close to running out.

If I don't use my SIM card for a long time, will it stay activated?

It depends on how long the SIM goes unused. After 3 months with no activity your SIM will automatically be blocked and your phone number will be deactivated.

Can I keep my phone number on Whatsapp even if I change my SIM card to a Spanish one?

Yes you can! The first time you will open Whatsapp after switching to a Spanish SIM card, Whatsapp will ask you if you want to switch to your new number or keep the one you had until now. It's up to you to choose.