

ONLY DATA / SÓLO DATOS

1 GB
6€ /month
Code: *139*9150#

2 GB
9€ /month
Code: *139*9300#

4 GB
14€ /month
Code: *139*9400#

6 GB
19€ /month
Code: *139*9405#

10 GB
29€ /month
Code: *139*9410#

ONLY MINUTES / SÓLO VOZ

MUNDO 120

120 min*
5€ /month
Code: *139*420#

MUNDO 400

400 min*
10€ /month
Code: *139*3002#

*Countries included in the bundles

Europe: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, The Netherlands and United Kingdom.

Other Countries: Canada, China, Faroe Islands, India, Hong Kong, Malaysia, Singapore, Thailand and U.S.A.

Also, with Mundo 400 you can make calls to landlines in: Argentina, Colombia, Mexico, Paraguay, Venezuela, Brazil, Chile, Morocco, Peru, Dominican Republic and Uruguay.

MIXED BUNDLES

60 mins*
+1 GB
10€ /month
Code: *139*401#

60 mins*
+2 GB
12€ /month
Code: *139*402#

500 mins*
+2 GB
15€ /month
Code: *139*3005#

500 mins*
+3 GB
20€ /month
Code: *139*560#

BUNDLES FOR LATIN AMERICA

LATAM 20

1000 mins **+1 GB**
500 international**
500 national
20€ /month
Code: *139*510#

**Colombia, Mexico, Peru, Brazil, Chile, Venezuela, Pakistan

LATAM 25

500 mins **+1 GB**
400 international**
100 national
25€ /month
Code: *139*520#

**Ecuador, Bolivia, Uruguay, Honduras

FREE CALLS
BETWEEN LYCAMOBILE NUMBERS*

*FREE CALLS between LYCAMOBILE NUMBERS with every top up. LLAMADAS GRATIS entre NÚMEROS LYCAMOBILE con cada recarga. (5€ = 300 min, 10€ = 750 min, 15€ = 1250 min)

Important information about your bundle

- Each bundle has a 30 day duration. All remaining data/minutes will expire at the end of the 30th day, no matter what.
- You will receive a message when you've consumed 80% of your data.
- You cannot re-activate your current bundle until its 30-day period is over, but you can activate any other bundle.
- On the renewal date, if you have enough credit on your phone, your current bundle will automatically renew.
- On the renewal date, if you don't have enough credit on your phone, your current bundle will not automatically renew. You'll need to top up again and manually activate the bundle you want, using the corresponding codes (check front page)
- If you run out of data/minutes before the 30th day but you have some credit remaining and you keep your data on or make calls, your phone will keep operating without a bundle, using the credit on standard rates, until you run out of credit and it stops working.
- If you run out of data/minutes before the 30th day but you have some credit remaining and you turn off your data, your credit won't be affected and you can use it either to activate another bundle or wait until the current bundle expires and it automatically renews.
- Before topping up your phone, after renewal day and after activating a new bundle, we always recommend that you:
 1. Dial *137# to see when your current bundle expires and how much data/minutes you have left
 2. Dial *221# to see how much credit you have on your phone

Useful FREE numbers

- **DIAL *321# + CALL** to see your Lycamobile number.
- **DIAL *221# + CALL** to see your current balance.
- **DIAL *137# + CALL** to check what bundles you have active, the final day of your bundle and how much data/minutes you have left.
- **DIAL *190# + CALL** to cancel the auto renewal of the bundle.
- **DIAL 321** or **632 100 321** for customer service.

The Lycam Q & A

● **Can I have multiple bundles activated at once?**

Yes. You can mix and match however you want. The only thing that's not possible is to activate the same bundles twice within 30 days.

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

Scenario 1: Your phone is having a hard time automatically connecting to the Lycamobile Network. To fix that, go to Settings ->Carrier Settings and put it on manual, then choose Lycamobile.

Scenario 2: Your cellular setting has been misconfigured, go and configure them as explained on page 3 and restart your phone

● **I'll be traveling abroad, can I use my current plan there?**

No, but there are different roaming bundles. Lycamobile doesn't have roaming bundles for data. You can only activate "voice only" bundles. With these bundles, you can only call Spanish Numbers. Any other call will be at standard roaming prices. Please check: www.lycamobile.es
(*139*3010# - 2,5€ for 50 minutes and *139*3011# - 5€ for 120 minutes)

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

Yes, you can. You should come to the Citylife Office, activate a new SIM card and then call 321 and ask for a duplicate of your old number. If there is some credit on your previous SIM card, it will be transferred, but if it was a bundle, you'll lose it. This process can take up to 48 hours. Don't top up your phone in the meanwhile! Once you have your number back, you can recharge and activate your bundle.

● **Is there also a bundle that includes texting?**

Neither of these bundles we offer in this flyer include texting. Texting in Spain is expensive, that's why we recommend getting Whatsapp for your phone. It's used by 99% of the people living in Spain. But if you really need texting, check on the website: www.lycamobile.es

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

Topping up your phone is not the same as activating a plan. If your phone operates without a plan you will be charged at standard rates which can be very expensive and will use up all your money in a few days. So there are a few things to keep in mind:

- If you don't have any plan active or any remaining minutes on your plan at the time of topping up and you don't activate a plan, you must remember to turn off your mobile data usage and not to make any calls. Otherwise, your SIM will use the money to operate at standard rates.

- If you top up when you still have data/minutes on your current bundle you can keep your mobile data usage on, but remember to monitor your available data/minutes so when they do run out you can turn the data usage off to save your money.

To avoid getting into a situation where you accidentally lose your money to standard rates, we always recommend that you use the free codes below* before topping up your phone, after renewal day and after activating a new bundle

*Free Codes:

1. Dial *137# to check when and how much data/minutes you have left
2. Dial *221# to check how much credit you have on your phone

Please remember that if you have a problem with your phone, call 321 from your Lycamobile phone to be helped out

Where to top up?



MOBILE WEB SETTINGS

Not necessary if you have a **4G** mobile

Step 1: Go To **SETTINGS**

Step 2: Select **MOBILE DATA**

Step 3: Select **MOBILE DATA NETWORK**

Step 4: Click **APN**

Step 5: Enter **APN details**

APN DETAILS

APN Name: Lycamobile

APN: Data.Lycamobile.es

Username: Imes (lower L)

Password: plus

Authentication Type: PAP

APN Type: default

Top up and activate your bundle on your own:

1. Topping up

Make sure WIFI and Data are turned off during the recharging process.

Top-up with enough money for your bundle.

You'll receive a text as a confirmation.

2. Activating a bundle

Dial the corresponding code + call.

3. Check

Always Dial *137# + call to see if you have activated the bundle correctly.

4. Turn on your data again and enjoy