Manual for Registration and Activation of MOBILY SIM Cards for Umrah

Version 1.0

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1. Introduction

New ruling by Government Kingdom of Saudi Arabia requires all SIM Cards to be registered with the user ID. For Malaysian umrah pilgrims, the user ID is Visa Number issued by Saudi Embassy in Kuala Lumpur.

2. Pre Activation & Registration

Please make a copy of Umrah Visa (visa is in your passport) then sign on the printed / copied visa.

Afterwards scan the Umrah Visa with signature on it in .JPEG or .PDF format. The scan document can be black and white or color.

3. Registration and Activation Process Flow

Step 1

Go to MOBILY's activation and registration website as below link. Then the print

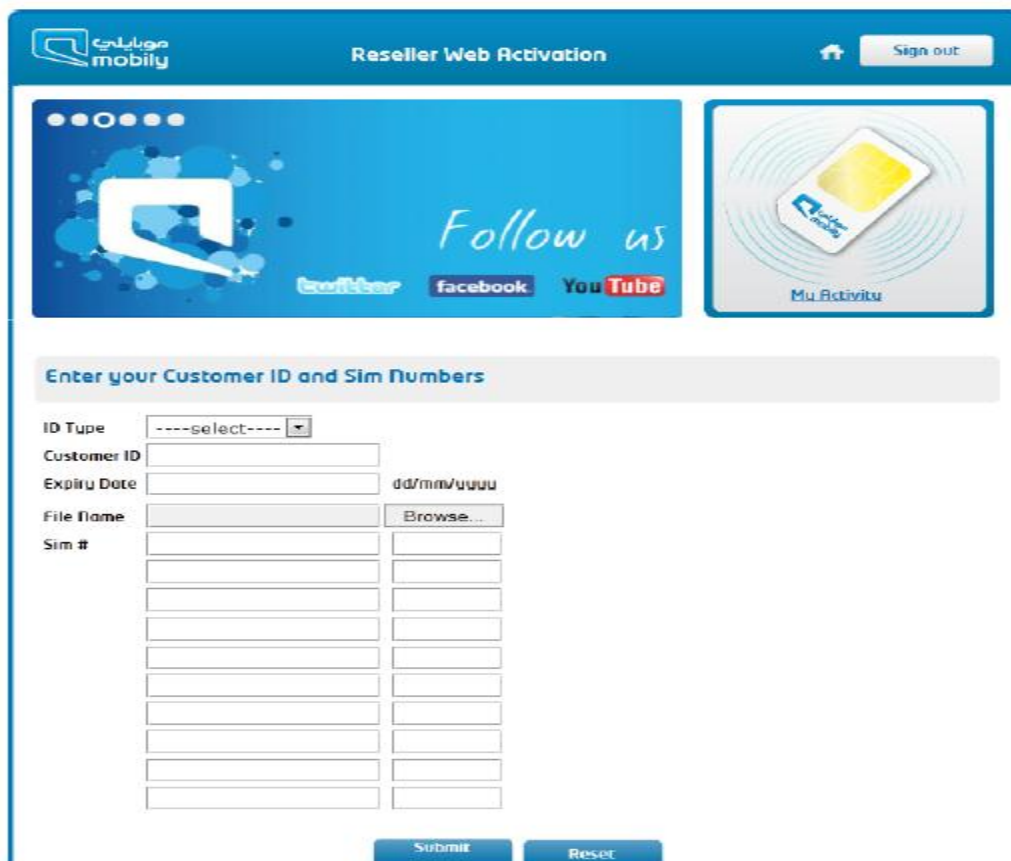https://crm-2.mobily.com.sa/MGTActWebV2/

Step 2

Enter the below Username and Password. You can use either below username and password. Please note the username and password must be type accurately.

Username	Lagloire30
Password	LAG53879433

OR

Username	Lagloire31
Password	LAG35792873

Then you will see the below screen.

Step 3

Fill in the information required and click "Submit"

Select ID Type	**VISA**
Customer ID	**Enter valid Saudi Visa Number** (As stated in Umrah Visa inside passport)
Expiry Date	Expiry date should be 30 days from the stamping date mentioned on the VISA. DATE Format should be **HIJRI Only i.e. 09/05/1434**
File Name	Upload the Saudi VISA Copy containing the signature
SIM #	Enter the **SIM Serial and PUK2** accurately. This number is available mentioned on the SIM PACK

Step 4

Once you click the SUBMIT tab, the below window appears displaying the details, MSISDN & Package Type.

Step 5

The MSISDN is the local phone number. Below table is example. In this case 966540510229 is the assigned phone number. To make phone call while in Saudi Arabia ONLY DIAL 0540510229.

MSISDN	SIM	Package
966540510229	8996631000000038851	Prepaid ALJ connect 2 GB_PRJ003116

Done Successfully

IMPORTANT NOTIFICATIONS FOR THE ABOVE PROCESS

1. Saudi Visa should be valid for activating the SIM
2. Expiry Date should be entered in **HIJRI FORMAT** only.
3. Saudi Visa Copy to be uploaded should contain **CUSTOMER SIGNATURE**
4. Customers should use VISA # in order to get their lines recharged in Saudi Arabia

4. VISA Number is ID Number. It is required to be Used When Recharging Your Number.

your ID# is IMPORTANT
to recharge your line

1400 111 111 * ۲۱۲۱۳ #

Recharge Card Number   ID Number

Association of Recharge Process with Customer ID

You will be required to enter your ID No. with every recharge process. The ID Number is your VISA as per in Passport. The following is recharge process by the following methods:

- **Using USSD**
  Enter ***1400*Voucher Number*ID number#**

- **Call 1400**
  Call 1400 then follow the instructions (Need the Recharge Voucher Number and ID Number)

- **Credit transfer**
  Enter ***123*beneficiary mobile number*Amount#**

To know if the SIM is under your ownership send your ID No to 1100 in the format ID xxxxxxxxxx

5. Value Added Services (VAS)

5.1 Data (1G) + Unlimited WhatsApps

The new package will enable you to browse all WhatsApp external links up to 1GB per month and to enjoy unlimited WhatsApp chatting, sharing location, images, and videos

Package Name	Subscription Command	Service Code	Price
Weekly package for non-Mobily Connect users	210	1100	SAR 10/week
Monthly package for non-Mobily Connect users	211	1100	SAR 20/month
Monthly package for Mobily Connect laptop Users (Data SIM card)	212	1100	SAR 15/month
Monthly package for Mobily Connect mobile users	213	1100	SAR 15/month

5.2 Set Favorite Number for More Discount Calling Malaysia

Enjoy up to 70% discount on your call to Malaysia by registering two Favorite International Numbers (FIN). Special rates are also applied on all your other calls.

To set your International Favorite Number (IFN) at any time, please use one of the following methods:

Set your first and second IFN via SMS as follows:

- To set your first IFN, send 41*00xxxxxxxx to 1100.
- To set your second IFN, send 42*00xxxxxxxx to 1100,

    For example your favorite number in Malaysia is 0133333693. Please do as follows

    Send 41*0060133333693 to 1100.

Set your first and second IFNs by Short code as follows:

- To set and update your first IFN press *414*1*00xxxxxxxx#.
- To set and update your second IFN press *414*2*00xxxxxxxx#.

5.2   Black Berry Services

BlackBerry Premium Features

- 150 free minutes within Mobily network.
- Unlimited free SMS within Mobily network.
- Send and receive unlimited push emails up to 10 emails accounts.
- Unlimited BlackBerry Messenger usage.
- Browse the Internet for free using your BlackBerry PremiumService up to 1 GB*.

*Every additional MB usage will cost SAR 2 per MB.

How to Activate

- Send "BISP" to 1100 via SMS.
- Dial *1100# and you will find the BlackBerry Services under "Mobily Services".
- Call Mobily Customer Service Center on 056-010-1100.

Price

- BlackBerry Premium monthly subscription fee is SAR 99.

Bundle	Duration	Fees	Discount	How To Activate	Eligibility
BlackBerry Premium Monthly	Every month	Subscription fee is SAR 99/month		Send BISP to 1100 via SMS.	Both postpaid and prepaid

5.3   Recharge Card / Reload Card / "Top Up"

We are selling recharge card SAR 300 (RM 300), SAR 100 (RM 100) and SAR 50 (RM 50). Please visit our portal at http://www.sriwangi.com/reload_kad to buy recharge card.

Option 1

Send email to simcard@sriwangi.com and inform amount required as well as prove of payment. Make payment to below bank account:

      Account Name: **Centralized Business Processes (CBP) Resources Sdn Bhd**

      Account No : **51425 333 4569**

      Bank Address : Malayan Banking Berhad (MaybanK), Cawangan Dataran Bangsar. Kuala Lumpur. Malaysia

Option 2

Purchase Online at our portal at http://www.sriwangi.com/reload_kad You can pay by PayPal or Credit Card or through our payment gateway iPay88.com

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