

Welcome to Happy!

We've made this guide to cover all the basics and to ensure that you never lose touch during your stay with us. Our services aim to put that big smile on your face. Should you have any questions or comments, be sure to visit our website at <http://www.happy.co.th/english> or contact our call center at 1678 (press 7 for English). Enjoy our services and be Happy!

Happy is brought to you by dtac



Getting Started

• Activating your SIM card

Insert SIM card → Turn on mobile phone → Await SMS confirming your price plan → Make call and use Happy services

• Forgot your number?

Dial * 1 0 2 * 9 # 1 and your mobile number will be displayed on your screen.

• Checking your call credit balance

Dial * 1 0 1 * 9 # 1 anytime to view your remaining credit balance and validity date.

• Topping up your SIM card

Refill card

You can purchase Happy call credit refill cards at most convenient stores nationwide. Refill card value ranges from 60 to 500 baht. To top up with refill card.

Dial * 1 0 0 * Serial No. ID No. * 9 # 1

dtac centers

You can top up at any dtac centers and service halls nationwide.

We accept both cash and credit card.

Counter Cashier top up

Top up at cashier counters of our participating stores and supermarkets such as Big C, Tesco Lotus, Carrefour, 7-Eleven and shops with e-pay and e-Money sign.

Bank Refill

If you have an account with our participating banks, you can top up via ATM, telephone banking and internet banking. The banks include Bangkok Bank, TMB Bank, Krung Thai Bank, Bank of Ayudhya, Kasikorn Bank, Siam Commercial Bank, Citibank, United Overseas Bank, AEON Thana Sinsap, CIMB Thai Bank and Siam City Bank.

Credit Card thru the Internet

Safe and convenient via www.happy.co.th

For more information, visit our website at www.happy.co.th/english

SIM Validity

Happy Prepaid SIM cards come with a validity date. Every time you top-up your call credit, the validity date gets extended (depending on how much you top up). If no refill is made within 45 days after the SIM's current validity date, the SIM card will expire.



Happy Heart Services

Get the most out of your SIM card with these exclusive services available only to Happy Prepaid users. From extending your validity date to translating Thai - English for you when you're stuck, Happy Heart Services have it all!

• Happy Translation Service

Can't understand what the taxis are saying to you? Call our exclusive hotline and our Happy Translation Service staff can help translate Thai - English for you.

Dial * 1 0 2 1 1

You will only be charged for the local call rate.

• Day Give-Away Service

Want to extend the validity date of your SIM card? Day Give-Away Service is your solution. Exchange your call credit for validity date extension.

Dial * 1 1 3 * Number of days to request * 9 # 1
30 / 90 / 180 days

The 2 baht fee will be applied for every request of 30 days validity period.

Remarks • Number of days customers can request are 30 days, 90 days and 180 days and the accumulation of validity period must not exceed 365 days after successful transaction. • To use this service, customer's SIM card must be activated for more than 90 days or have used more than 200 baht after SIM card activation and have a validity period at least 1 day and remaining credit more than 10 baht after successful transaction. • Customers can check total usage by dialing *110*0*9#1

• Balance Transfer Service

Transfer your call credit to another Happy Prepaid number.

Dial * 1 1 2 * 10 digits of recipient's number * Amount of credit you wish to transfer * 9 # 1

SMS (Text Message) confirmation will be sent to you automatically, with a charge of 2 baht fee.

Remarks • Amount of credit customers can transfer are 20 - 200 baht per request with the maximum of 2 times per day and 400 baht per month. However, the validity period cannot be transferred. To use this service, customer's SIM card must be activated for more than 90 days or have used more than 200 baht after SIM activation and have remaining credit enough to transfer and the credit remain cannot be less than 10 baht after successful transfer. • Transferor and Recipient must be dtac prepaid user and have at least 1 remaining day of validity. Customers can check total usage by dialing *110*0*9#1

• Emergency Refill Service

Need a quick temporary refill? Happy will lend you 30 baht call credit, which you can pay back on the next refill.

Dial * 1 1 0 * 9 # 1

Remarks • To borrow the credit, customer's SIM card must be activated for more than 90 days or have used more than 200 baht after SIM activation and has at least 1 remaining day of validity and 0 - 20 baht call credit, customers can check total usage by dialing *110*0*9#1 • Credit owed for Emergency Refill Service will be automatically deducted upon the next refill plus a 2 baht fee.

• Emergency Call Back Service

You really need to contact someone but you're out of call credit and validity date? No worries, use this service and we'll send an emergency SMS to the destination number of any network to give you a call back at once!

Dial * 1 1 4 * 10 digits destination phone number * 9 # 1

Remarks • Customers can inform any designated mobile number of any network in Thailand to return their calls. • Customers in any status are able to use for this service. • This service can be used no more than 30 times per monthly cycle.

ATM SIM

45 days service suspension after SIM's validity date

The first 30 days

- First SMS reminder will be sent to your phone.
- You can receive calls but cannot make any outgoing calls except for the following numbers: *100* to refill your credit, and *101*9# to check your credit balance.
- Your remaining call credit balance will be withheld until you make a top-up during this period.

The last 15 days

- Second SMS reminder.
- You cannot receive or make any calls except for the following numbers: *100* to refill your credit, and *101*9# to check your credit balance.
- Your remaining call credit will be deleted from the system on the first day of this period.

Termination of Service

- Your SIM card will expire after 45 days.

Note: SMS alerts can be changed as appropriate.

Special: From today to June 30, 2010 if you top up your SIM card during the last 15 days of service suspension, we'll return all of your withheld call credit. The Company reserves the right to change the terms and conditions as deem appropriate.

Call Rate & Price Plan

Whether you like to make short calls, long calls, calls in the evening or calls in the morning, we have the right price plan for your lifestyle. You can also check your current call rate & price plan by following the instructions below.

• Checking your current price plan

Dial * 1 0 3 * 9 # 1

and your current price plan will be displayed on your screen.

• Switching to another price plan

1. Dial * 1 0 0 3 1 (press 9 for English) and follow the voice instructions.
2. Via our Web Service at www.happy.co.th/english

Remarks :

- Fee for switching to another price plan varies depending on which price plan customers switch to. Customers should study the terms and conditions of each price plan before making the change. For more information, visit our website at www.happy.co.th/english or contact our dtac call center at 1678 press 7 for English.
- The call rate and validity date varies on which SIM price plan customers are currently on.
- Maximum accumulation of validity days is 365 days and maximum credit balance is set by the Company. Accumulation of days or credit that exceeds the earlier mentioned maximum value may not be able to use some services such as "Refill Service", "Balance Transfer Service", "Day Give-Away Service" etc.
- The Company reserves the right to introduce additional refill options or make substitutions to any of them. In such case, customers will be notified accordingly.

Messaging Service

- Upon SIM activation, you can send text message (SMS) to any local mobile number. Enter 10 digits destination phone number → send
- You can also send pictures, sound clip or video via MMS (Multimedia Messaging) to any local mobile number. Enter 10 digits destination phone number → send

Remark : SMS and MMS rate varies depending on customer's price plan or enrolled promotions.

Bringing personal finance to your mobile phone

If you have a savings account with Kasikorn Bank and a debit or credit card, you can use our new ATM SIM to make wireless financial transactions with ease.

ATM SIM allows you to...

- **Check Balance** Check your current balance and monitor your account via your mobile phone.
- **Transfer** Transfer money to K-Bank accounts or to accounts in other participating bank.
- **Alert** Create alert for your dtac bill payment.
- **Pay** Settle outstanding K-credit card balance or pay for other services.

Switch to ATM SIM today at any dtac service halls near you.

For more information, contact dtac call center at 1678 press 7 for English or visit our website at www.happy.co.th/english

Web Service

Manage your account online from anywhere with Happy Web Service.

This service is exclusive for all Happy Prepaid customers and you can sign up right away.

What you'll get from Web Service...

- Detailed overview of your account and balances
- Call details and cost of each calls (SMS, International Calls, EDGE/GPRS usage also included)
- Check and switch your price plan
- Happy Exclusive Services
- Happy Go Inter Service activation/deactivation
- And much more!

To register for Web Service,

visit www.happy.co.th/english then click **Web Service Login** then **Sign Up Now** then follow the instructions.

Special: You can send up to 50 FREE SMS messages to any local dtac number via our Web Service every month.

Customer Support

Happy Prepaid Website	www.happy.co.th/english
dtac call center	1678 (press 7 for English)
dtac online call center	www.dtac.co.th/english
dtac service halls	Service halls are located extensively across the nation. For more information of the address of the service halls near you, visit our website or contact our call center.

Frequently Used Happy Numbers

Happy Internet Service

With nationwide network coverage, you can always connect to the Internet with our Happy internet service. Surf the web or check your mail on the go with this great service.

How to activate your Happy internet

Upon SIM activation, your Happy internet should be ready for use.

The standard rate for Happy internet is 1 baht per minute (exclude 7% VAT).

If you cannot access the Internet via our Happy internet, our call center representative will be more than happy to assist you with your Happy internet setting via 1678 dtac call center.

Happy internet Packages

Like to access Internet a lot? Get the most out of your wireless mobile Internet service with our Monthly, Hourly or Daily Happy internet Packages.

Visit our website at www.happy.co.th/english for more information on how to apply.

Happy internet refill cards

Happy internet refill cards are also available at 7-Eleven and FamilyMart nationwide.

International Services

International Calls

You can make international calls to more than 229 countries around the world. We recommend that you check the call rate of the country you are calling first before you make the call.

Dial **0 0 4** → Country code → Area code → Phone number → **↵**

International Text Messaging

Send text message to other countries for just 5 baht per message*

Enter **+** → Country code → Area code → Mobile phone number → **send**

*Special offer for international SMS rate is 5 baht per message per number (exclude 7% VAT) and international MMS rate is 15 baht per message per number (exclude 7% VAT) from the normal rate of 15 baht and 30 baht respectively. This promotion will last until 31 December 2009.

Tips: Mobile numbers in Thailand will always start with 08 (ie 08-xxxx-xxxx). If you are having someone calling or text messaging you from abroad, don't forget to have them remove 0 and then add +66 for the Thailand country code (+668-xxxx-xxxx)

Remarks:

- Customers can choose which access number they wish to use for making international calls. These numbers are 001, 004, 007, 008, 009 and +. Before using these numbers, customers should study the designated rate & conditions of each numbers.
- The Company reserves the right to choose the service provider when the customer uses the + symbol to make calls.
- For more information, please dial 1678 dtac call center or go to our website at www.happy.co.th/english

Happy Go Inter Service

Take your prepaid number with you on your next trip abroad with

Happy Go Inter Service. Make or receive calls and send SMS messages during your travel. Receiving SMS messages while abroad is free of charge.

To activate Happy Go Inter Service

1. Dial *** 1 1 8 * 9 # ↵**

Frequently Used Happy Numbers

To Free

*100	Happy Service Center	
*1000	Ref Credit and Change Language	
*1001	Check Credit Balance	
*1003	Happy Promotion Center	
*1004	VAS Promotion Center	
*1010	Emergency Ref Service	2 baht fee
*1012	Balance Transfer Service	2 baht fee
*1013	Day Give-Away Service	2 baht fee per 30 days
*1014	Emergency Call Back Service	

With Charges

1678	dtac call center	3 baht per call
*1021	Translation Service	Depending on your current price plan rate
*1802	Checking Voice Message	Depending on your current price plan rate

Useful Numbers

191	Police	free number
1155	Tourist Police	free number
1133	Directory Assistance	free number
1672	Tourist Service Center	Depending on your current price plan rate
0-2287-3101 - 10	Immigration Bureau	Depending on your current price plan rate
0-2132-1888	Suvarnabhumi International Airport	Depending on your current price plan rate
0-2535-1111	Bangkok Don Mueang Domestic Airport	Depending on your current price plan rate

Frequently Asked Questions

What is a Happy Prepaid SIM card?

Happy is a prepaid brand by dtac. The Happy Prepaid SIM card is compatible with nearly all GSM mobile phones and can be bought at most convenient stores throughout Thailand.

What's the difference between baht & satang?

1 baht = 100 satang. Satang coins come in 50 satang and 25 satang.

I've lost my SIM card!

Contact dtac call center at 1678 press 7 for English and we can void your lost SIM card. You can pick up your replacement SIM card at your nearest dtac service halls nationwide.

Does dtac offer Postpaid service as well? Can I change from Prepaid to Postpaid?

Yes we do. You can switch to Postpaid if you're using the Prepaid SIM card for more than one month. Upon switching to Postpaid, all of your remaining prepaid balance will be transferred to be the advance payment for Postpaid. You will need your Passport and your credit card (or work permit) for registration. For more details, visit our website at www.dtac.co.th/english or visit any dtac service halls nationwide.

Can I extend my validity date without having to top-up my call credit?

Yes you can. Please see Day Give-Away service for more information.

Terms & conditions for using dtac prepaid

2. Via our Web Service at www.happy.co.th/english

Tips:

- To check which country you can use this service at and the international roaming rate, visit Happy website or contact dtac call center at 1678 press 7 for English.
- While you are abroad, you can always contact our International Roaming call center at +662 202 7100 at any time.*

*Rate for this call is same as when you call back to Thailand.

mobile phone service

Customer should read and abide by all terms & conditions regarding prepaid mobile phone service before using Happy Prepaid SIM.

Additionally Service Provider reserves the right to make any amendment to changes terms & conditions of service, regulations, service application including promotions and duration as it deems appropriate.

Customer can learn more the terms & conditions and current available services and promotions at www.happy.co.th and 1678 dtac call center.