

Dear Customer

Thanks again for registering with 100AVA,

Please read this guide to get familiar with services, Also you can watch the help tutorial on YouTube : <https://youtu.be/G5NVSyVnGFE> .

This guide has two parts:

- Part 1) How to use services,
- Part 2) How to manage your account.

Please pay attention that:

- ✓ Rates are real, there is no hidden fee, no extra fee, no cheating.
- ✓ You can check your usage report online to make sure.
- ✓ Rates are per minutes and it will be rounded up one-minute.
- ✓ Your credit for per minute services never expires.

You can get up to **25 USD referral gift** by referring your friends to use 100AVA services.

Part 1: How to use services:

You can use services in five ways:

- 1) **Classic Way**: in this way , first you dial a local access number, after hearing your balance, you enter your destination number. You can use this way with landline and cell phone. This way is activated for all by default and there is no need to request.
- 2) **App**: In this way you install an App on your smart phone and you will dial your destination directly using App and Internet, your called person does not need to this App. If you want this way, please send a request to support to activate it.
- 3) **Skype**: First you will be connected to 100AVA network by Skype , and like classic way, you enter your destination number after hearing your balance, it is activated for all and no need to request. For more information please watch: https://youtu.be/fAhOrZ_bEug .
- 4) **Viber**: First you will be connected to 100AVA network by Viber , and like classic way, you enter your destination number after hearing your

balance, it is activated for all and no need to request. For more information please watch: <https://youtu.be/ggFMEECaT3nE> .

- 5) **Direct Number**: you dial a local number in your area and you will be connected directly to your destination, suppose that you live in London, UK and you want to call Shiraz in Iran, With Direct Dial, you dial a local number in London and you will be connected to your number in Shiraz directly. This way is **easiest, Fastest and the most reliable way** to use services.

To enter your destination number in all ways, please enter it in full format (Country code, area code and number) , for example if you want to call this number 33445566 in Tehran , you should enter 982133445566, or if you want to call this number 3456789 in London you should enter 44203456789. There is no need to long distance or overseas prefixes (011, 00 or +) , so do not enter long distance and international prefixes when you enter your destination number.

After entering your destination number, enter only '#' at the end, do not enter 'dial' key again. Also do not enter your destination number soon when system is playing your balance, please listen completely to your balance and after it, start entering your destination number , if you enter your number sooner, the first digits of your number may be lost, for example you want to dial 98 912 1234567 (a cell phone in Iran) but you enter soon and 98 will be lost and it will be connected to 91 2 1234567 (a number in India).

please let us repeat these **very important points** again:

- A. Enter your destination number completely, country code, area code , number.
- B. Enter only '#' at the end after your destination number.
- C. Do not enter international prefixes like 011, or 00 in the beginning of your number,
- D. Do not enter your destination number soon when it is playing your balance, first listen to it completely and then enter your number.

Please be advised that regarding the quality of service, 100AVA has two classes of service:

- ✓ **Normal Class**: in this class , lowest rate is guaranteed, by default calls will be in this class.

- ✓ **Business Class:** in this class quality is guaranteed, but it has higher rate, if you want to use this class you should enter 100 in the beginning of your destination number.

For example , suppose that you want to call this number 33445566 in Tehran, if you enter 982133445566 it will use normal class and if you enter 100982133445566, it will use Business class.

Part 2: How to manage your account:

Step 1: Login to your account.

Login to your account at <http://login.100ava.com> with the username & password which was sent by email to you.

Please remember that your username is your phone number and you cannot change it but you should change your password.

If you forget your username or password click on 'Forgot your Password?' link on the login page(Figure 1) and then enter your email (Figure 2) system will send your username and password by email automatically.



Figure 1



Please enter your Email below (all lower case)

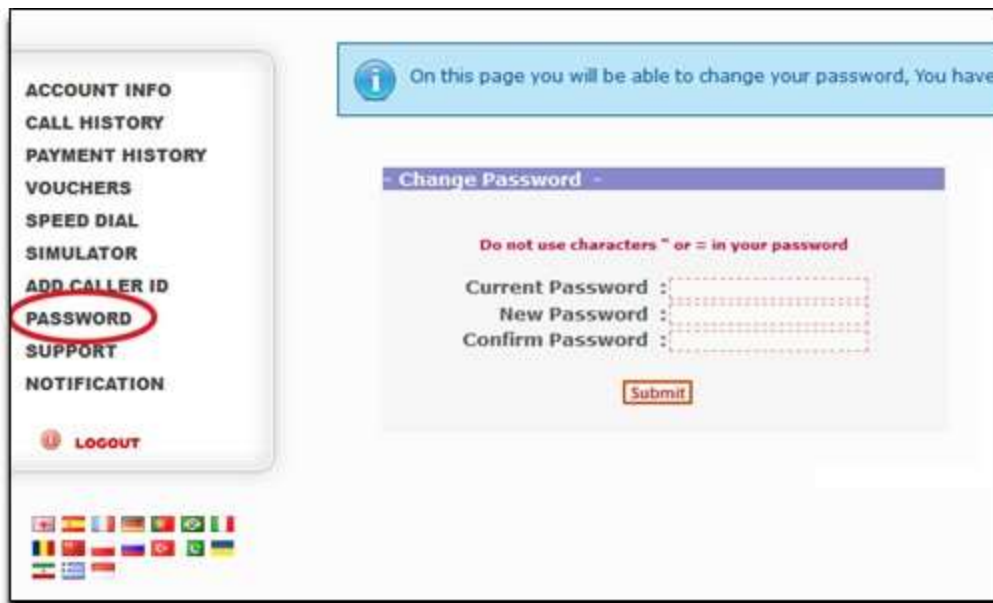
Email:

Figure 2

Step 2: Change your password

To change your password, please select “Password” from left menu , then enter your current password in the “Current Password” , then enter your new password in the “New Password” area and repeat it another time in “Confirm Password” area, after all , click on “Submit” (as shown in figure 3) .

Please use Alphanumeric characters for your password and do not use special characters like “=” ,



ACCOUNT INFO
CALL HISTORY
PAYMENT HISTORY
VOUCHERS
SPEED DIAL
SIMULATOR
ADD CALLER ID
PASSWORD
SUPPORT
NOTIFICATION

On this page you will be able to change your password, You have

Change Password

Do not use characters " " or = in your password

Current Password :

New Password :

Confirm Password :

Figure 3

Step 3: Buy Credit

In the home page ,click on “BUY NOW” (as shown in Figure 4) .



Figure 4

Select the way you wish to pay and click on “continue” (as shown in figure 5) .



Figure 5

Select the amount you wish to pay and click on “continue”, also you can see on screen instruction and help,

- ✓ Please pay attention that your financial information will never be saved or stored anywhere,

Step 4: Add Caller ID

You should add your numbers by which you use 100AVA, otherwise you will be asked for PIN number every time. Your PIN number is a 10-digit number which you

[Http://100AVA.com](http://100AVA.com)

+1-855-282-7279 +44-20-37697528 +49-69-94329120 +33-9-75123846 +61-28-4881080

can find it on the first page when you login to your account (as shown in figure 6).



Figure 6

So to prevent asking PIN number (PIN Less), please add your Caller ID numbers (cell phone, home phone , office phone) by using “ADD CALLER ID” menu (as shown in figure 7) .

Please pay attention to enter your full number (with country code) for example if you are in USA and your number is 855-282-7279, please enter it with country code 18552827279, or if you are in UK and your number is 20-37697528 , please enter 442037697528.

Caller ID is used only in classic , Skype and Viber modes, for application there is no need to enter Caller ID,

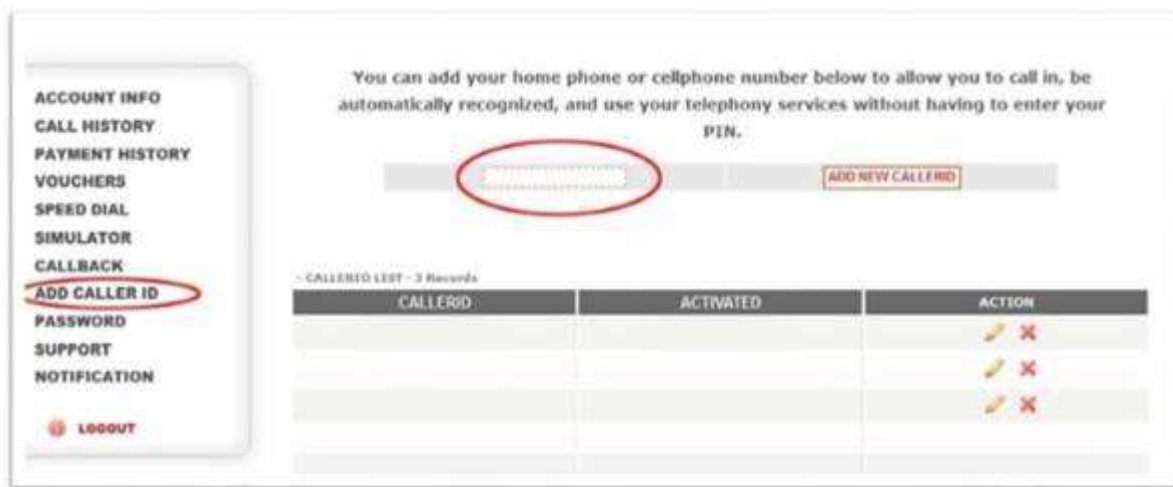


Figure 7

Step 5: Add Speed Dial Codes

To dial faster, you can assign a code to your frequently used numbers, to do this, use “SPEED DIAL” menu, first select a code from drop-down menu , then enter your destination number (as shown in figure 8), in the following pic there are two examples , code 0 is related to a number in Tehran, Iran and code 1 is related to a cell number in Iran.

So whenever you want to call that number in Tehran , after dialing access number, when the system asks you for the destination number , you can enter 0# instead of entering the whole number, or you can enter 1# instead of entering the whole number of that cell phone.

Please pay attention that speed dial is used only in classic, Skype and Viber way, if you are using app, you can saved your numbers in your phone book and touch them to dial them directly.

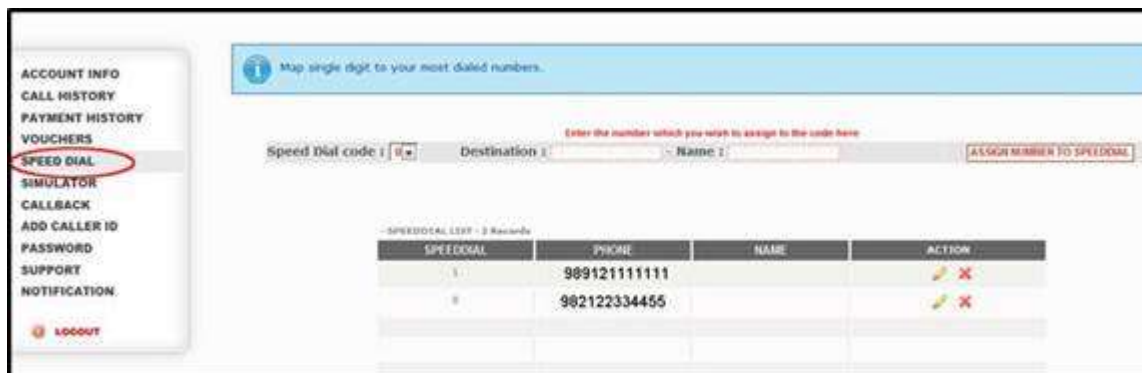


Figure 8

Step 6: Check your call logs

To check your call history, From the left menu select “call history”, From the top of the page set the starting time of your report (from date and to date). Click on “search” to see your report (as shown in figure 9) .

Please check “From” box in the date area, otherwise you will see only the report of current day, and if you have not used the service in the current day you will see ‘no call’ for your report ! , so please check “From” box.

The system by Default shows only successful calls with duration, if you want to see unsuccessful calls which are not charged, please select “show All Calls” instead of “Show Answered calls”.



Figure 9

If you want to change the language of the portal, you can use flags on the bottom of the left main menu (Figure 10), for example if you want to change it to Persian click on Iran flag,

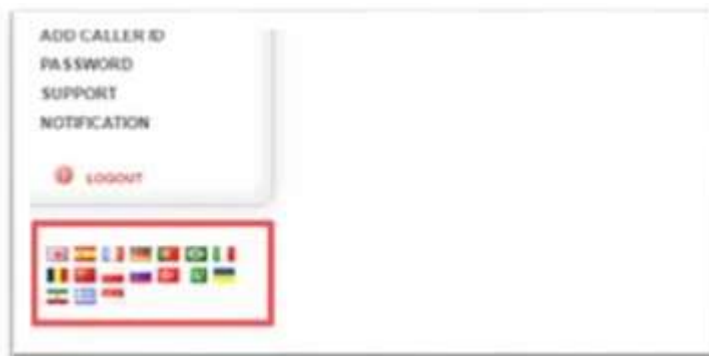


Figure 10

Please pay attention:

By registering for 100AVA services, you will receive a username and a password for login , and a PIN for service, please do not use them wrongly instead of each other.

- ❖ Username & password are related to web portal to login to your account and manage it. this username & password are sent by email and you can change the password so you can memorize them easily .
- ❖ PIN number, which is known as telephone password. you can find it on the first page when you login into your account (figure 6) , this PIN is used only in classic, Viber and Skype ways and it is useless if you use App to dial. It will be asked every time if you have not entered your numbers (Caller ID) into the system (figure 7) , so it is better to enter your Caller ID number into the system one time for ever to prevent asking PIN number(Pin less Dialing).

Also you can watch the help tutorial on YouTube :

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To get more information about other services like 2-way calling service, Direct Number, Travelling number and ... please contact us or visit <http://100ava.com> .

Thanks for using 100AVA.
Best regards.
100AVA Customer Support