Before travel

1. Make sure there are no outstanding charges on the account. To check the number balance, send an empty SMS to **650**. Internet balance can be checked by sending the keyword **balance** to **2525.**

2. Contact the contact person from your company to activate roaming.

3. Turn on roaming in your device settings.

Upon arrival

1. Read the SMS from Azercell.

2. Select the operator manually, depending on tariff or roaming internet pack suitability.

3. Ensure that roaming is activated on the number and device settings.

Avoid unexpected costs by subscribing to one of our roaming internet packages

100MB for 1 day
400MB for 3 days
1GB for 14 days
3GB for 30 days

Things to remember

Turn off the automatic download of photos and videos on the phone and prefer the mobile version of the sites.

Turn off the phone in the border regions if the roaming service is open.

Not recommended to update the operating system and mobile applications while roaming.

As the funds used during roaming are reflected with a delay, the case of exceeding the limit may be observed.

If the internet doesn't work

- Be sure that the roaming line is open;
- Activate the 3G network and add the word **INTERNET** to APN settings;
- **LTE numbers** should switch from 4G to 3G if it is not possible to select the network of the corresponding operator.;

How to top up the number balance while abroad?

- Through the **"Azercell Kabinetim"** app;
- **Online payments;**
- **By scratch cards** by dialing the code below:

  131 [13-digit code] #YES

How to dial in roaming?

Dialing format for mobile phones:

+ [country code] [operator code] [number]

Dialing format for stationary phones:

+ [country code] [city code] [number]

Need help?

Contact us via phone or online chat on the website and the "Azercell Kabinetim" app:

+994 50 605 00 00   **+994 12 490 49 40**