

China SIM Card – Supplemental User Guide

Service provided by China Mobile



ACTIVATING YOUR SERVICE

You must activate the SIM Card prior to using it. Follow the instructions below and you will be ready to call once you reach your destination:

1. Travel to your destination
2. Break out the SIM Card from the plastic card
3. Then insert this SIM Card in your phone.
4. Make sure your phone battery has been charged
5. Switch your phone on
6. Enter the PIN Code (if required)

YOUR PHONE NUMBER

Your China SIM card will provide you with a China Mobile cellular phone number. It can be found on the back of your SIM card package and on the "Recharge Service" card inside the package. The number will start with 1.

HOW TO RECHARGE (ADD AIR TIME)

We highly recommend that you use our partner's service in China to automatically add air time to your China SIM, as it is not easy to recharge on your own in China.

To sign up for the automatic recharge service please call:

USA Toll-Free: 1-866-574-2050

China Toll-Free: 400-820-0293

Land Phone: 021-61478109

To retrieve your air time credit, please follow the instructions below:

- Dial 13800138000
- For English press 2, Chinese press 1
- Press 2 to add air time to your phone
- Enter 1# for your own cell phone (To recharge another cell phone, enter the mobile phone number followed by #)
- Enter your 18-digit recharge voucher code followed by #

MAKING INTERNATIONAL CALLS

To make an international call, enter all numbers, starting with the + sign, followed by the country code (1 for the US/Canada), area code and phone number you wish to call. For example, to call (213) 337-5555 you would dial +12133375555.

RECEIVING CALLS

Family & friends need to dial the international direct dialing prefix for the country they are calling from followed by your new number. For example, from the US/Canada they should dial 011, 86 (China) and your new number bar the leading 0 (zero).

BALANCE

To check your balance, please

- Dial 1 400 820 0293 from within China
- OR
- Dial 1 866 574 2050 from the USA

CUSTOMER SERVICE

To contact customer service:

- Dial 1 400 820 0293 from within China
- OR
- Dial 1 866 574 2050 from the USA
 - Customer Service is available 24/7

VOICEMAIL

To access your voicemail, dial 13800210166 and follow the voice prompts

SERVICE EXPIRATION

If you do not recharge your account within the initial activity period of 24 months, your China prepaid SIM card will expire and all remaining airtime credit will be forfeit. The service life of your China prepaid SIM card may be extended indefinitely by purchasing and recharging airtime which, depending on their denomination, will provide a service life extension and all subsequent airtime credit will be carried over into the next validity period.