

Cellular Data

Data usage is totally unlimited. You get 7GB of high speed data each month. If you use more than 7GB of data within a month, data speeds may be reduced, but your data never stops so you can use as much data as you like!

Apple iPhone

To use data, simply enable **Cellular/Mobile Data** on your handset. No other configuration is needed.

Android/Windows/Other Phones

The APN needs to be configured as follows:

Name: Mobal
APN: smile.world
Username: dna1rop
Password: so2t3k3m2a

On Android: Go to **Settings > More > Cellular Networks > Access Point Names > New APN**

IMPORTANT: For unlimited data you must ensure that your device is set to use the correct APN above. Use of any other APN may result in data being charged at up to 3 Yen per kilobyte (3,072 Yen per Megabyte).

Troubleshooting

If your device is not registering with a network (device shows no signal strength, or a "No Service", "Emergency Calls Only", or similar message), check the following:

- Check that your device is not set to "Airplane Mode".
- Check that your "Network Mode" is set to use WCDMA(3G) networks.
- Try searching manually for the Softbank network.
- After all of these checks, re-start your device for the changes to take effect.

For further troubleshooting advice, visit www.support.mobal.com/japan or contact Customer Service.

Lost or Stolen SIMs

You are liable for all usage charges incurred until you notify us of the loss or theft.

It is very important that you contact us immediately on 0345501525 to request disconnection of the service. This number is available 24 hours a day, 7 days a week.

Please DO NOT report your SIM lost or stolen by email. To ensure immediate deactivation always call 0345501525.

Activating your SIM

Your SIM must be activated before use. To set the activation date of your SIM, simply visit www.simactivations.com. Please have your SIM Serial Number, your Japan Phone Number and your Credit Card details handy. Please note activations may take up to 2 working days to process so we recommend that you visit the activation website as soon as you know the date you wish to start using the service.

When you activate your SIM, you can choose the duration you wish your service to be active for (minimum 30 days), or you can opt to keep your service active on an ongoing basis until you choose to cancel.

Inserting your SIM

Your SIM is attached to this user guide. You may need to use the enclosed SIM adapters to adjust the size of the SIM to fit your phone. Exactly how the SIM fits into your phone will depend on the phone you have, and you should consult your handset's user guide for more information.

If your phone shows "Insert SIM", "No SIM", "SIM Error" or a similar message then your SIM may not have been inserted correctly. Remove the SIM and try again. Make sure the SIM is the right way round, and that its metal contacts are clean.

If your SIM is correctly inserted but you are outside of a network coverage area then your phone will display a "No Service" or "No Network Coverage" message.

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Japan Unlimited SIM Card User Guide

Your SIM Serial Number:

Your Mobal Cell Phone Number:

Your SIM PIN: 9999

You can use your SIM PIN to protect your SIM from unauthorized use. Refer to your handset's user guide for details.

If your SIM PIN is entered incorrectly 3 times, your SIM will become blocked and you will need to use the PUK to unblock it. If you need your PUK code, please contact us.

IMPORTANT

Your SIM must be activated before use.
To set the activation date, simply visit
www.simactivations.com

Please note, activations can take up to 2 working days to process.

Customer Service

If you need any extra advice, please don't struggle alone. Our experienced support team are available online, by email and by phone to help you! We have offices around the world, plus, we are open during Japan evening time so that it's easier for you to reach us.

Email: support@mobal.com
Phone (Japan): 03 4550 1525 (6pm–6am Japan weekdays)
Phone (USA): +1 212 785 5800 (9am–5pm EST weekdays)
Phone (Europe): +44 (0) 1543 426999 (9am–5pm GMT weekdays)
Website: support.mobal.com/japan

Making Calls

IMPORTANT:

Calls must be made as follows using the 0063 dialing prefix. Calls made without the 0063 prefix may be charged at higher rates of up to 235 Yen per minute.

Calls to premium rate numbers, such as satellite phones, international TV calls, etc., will be charged at 1,000 Yen per minute.

Calls to Japan

To call a number in Japan, dial in the following format:



For example, to call Mobal in Japan, dial:



International Calls

To make an international call, dial in the following format:



For example, to call Mobal in the USA, dial:



Billing and your online 'MyAccount'

Your SIM gives you unlimited data and unlimited free incoming calls & incoming text messages. Outgoing calls and text messages are charged to your credit card. To view usage rates, please visit:

www.mobal.com/japan-sim-card.

You can view online statements detailing the charges we have taken, including fully itemized lists of your usage, at www.mobal.com/myaccount. Your log-in information will be emailed to you when you activate your SIM.

Our credit card transactions are processed at our billing center in the UK; you are advised to notify your credit card company to expect charges from the UK. This can help avoid your credit card company rejecting our charges. Your credit card statement will show the reference, "Mobal +1-212-785-5800".

IMPORTANT NOTES ABOUT USING YOUR SIM

- Calls must be made using the 0063 dialing prefix. Calls made without the 0063 prefix may be charged at higher rates of up to 235 Yen per minute. See 'Making Calls' section for more information.

- Calls to premium rate numbers, such as satellite phones, international TV calls, etc., will be charged at 1,000 Yen per minute.

Calling to your Japan Unlimited SIM

Your Japanese phone number is printed on the front of this guide. Callers from within Japan simply dial your number in local format. To do this, they simply replace the +81 with a zero. For example, 0XX XXXX XXXX.

Callers from outside Japan simply dial your number as printed on the front of this guide. The "+" represents the appropriate international dial out code for the country they are calling from. For example:

Callers from the USA dial 011 81 XX XXXX XXXX

Callers from Europe dial 00 81 XX XXXX XXXX

Voicemail

Your voicemail service will be automatically set-up for you when you activate your service.

To access voicemail, simply dial **1416** from your SIM.

Your voicemail box will be in Japanese language. To change your voicemail guidance to English:

Dial **1416**. At the first prompt, press "2", at the next prompt, press "1", then at the next prompt, press "2" for English guidance. Your menus should now be in English.

When you get a new voicemail message, you will receive a text message from 1414. Please note that if your handset does not support Japanese, this message content may not display properly.

Calling the Emergency Services

To call the emergency services, dial as follows:

Police: 110

Fire / Ambulance: 119

SMS Text Messaging

Your SIM can send & receive SMS text messages to/from anywhere in the world.

To send a text message, enter the phone number in the following format:



Please note that it is not possible to send text messages using the 0063 prefix. Texts must be sent using the above format.

Please note that text messaging cannot be expected to be 100% reliable. Text messages can be delayed, corrupted, or sometimes not delivered at all. We recommend that if your message is urgent or critical that you always call rather than text.

Network Text Messages

You may receive some welcome messages or information messages directly from the Softbank network in Japan. The information contained within these messages does not relate to your Mobal service. Please simply ignore these messages and delete them to keep your inbox clear. Messages relating to your service will always clearly show the sender as "Mobal".