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Mobal Global Unlimited SIM Card User Guide

Your SIM Serial Number:

Your Activation Code:

Your SIM PIN: 1234
You can use your SIM PIN to protect your SIM from unauthorized use. Refer to your handset's user guide for details.

Your PUK Code: See SIM Card
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.

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

Email: support@mobal.com
Phone (USA): +1 212 785 5800
Phone (Europe): +44 1543 426999
Website: www.mobal.com/support

Activating your SIM

• Your SIM must be activated before use. To set the activation date of your SIM, simply follow the instructions on the front of this guide. We will email your phone number to you as soon as your SIM is active. Please note, activations can take up to 2 working days to process.

• We'll activate your SIM for one month from the date you request. The service will finish one month (30 days) after the activation date.

• If you wish to use your SIM for longer, we can extend the service on a month-by-month basis for the same monthly fee. Each month you'll continue to get the same great rates, free texts and free data usage.
To extend your service, simply email **extend@mobal.com.**

• When you have finished using your SIM, there is no need to contact us or to return it; Simply destroy the SIM by cutting or shredding, and dispose of it responsibly.

Inserting your SIM

Your SIM is attached to this User Guide. You will need to remove the appropriate sized SIM for your handset from the larger plastic surround and insert it into 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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If you need any extra advice, please don't struggle alone. Our experienced Support Team are here to help you!

Email: support@mobal.com
Phone (USA): +1 212 785 5800
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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 +12127855800 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 +12127855800.

Cellular Data

Your SIM gives you FREE, unlimited data in 130 countries around the world (to see the full list of countries included, please visit **www.mobal.com/global-unlimited-sim**).

Data rates are limited to a maximum of 128 kilobits per second, but the amount you can use is unlimited.

To use data, simply enable *Data* and *Data Roaming* on your handset.

Normally, no further set-up is required, however on some handsets it may be necessary to enter the Access Point Name (APN) manually.

The APN needs to be configured as follows:

Name: Mobal
APN: epc.t-mobile.com or **fast.t-mobile.com**
Username and Password can be left blank.

Below are the shortcuts to the APN settings for some popular handset types:

iPhone / iPad
Go to **Settings** > **General** > **Cellular** > turn ON
Data Roaming > scroll down to **Cellular Data Network** > APN

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

Making Calls

It's really easy to make calls with your Global Unlimited SIM! **All you need to do is remember the same dialing procedure,** which will work no matter where you are in the world.

| **+** | COUNTRY CODE | AREA CODE (without the 0) | PHONE NUMBER | CALL |

The **+** represents the international dial-out code for the country you are calling from. Depending on your handset model you get the **+** to appear in one of two ways:

For phones where the + shares the 0 key: Simply press and hold the 0 key until the 0 changes into a **+**

For phones where the + shares the * key: Simply press the ***** key twice, quickly, so that the ***** changes into a **+**

For example, to call our USA Support number (212-785-5800), from anywhere in the world, dial **+**, then **1** (the USA country Code), then **2127855800**, then the **CALL** key...

| **+** | **1** | **212** | **785 5800** | **CALL** |

As another example, to call our Mobal office in the UK (01543 426999), from anywhere in the world, dial **+**, then **44** (the UK Country Code), then **1543426999** (*without the leading zero*), then the **CALL** key...

| **+** | **44** | **1543** | **426 999** | **CALL** |

Calling to your Global Unlimited SIM

Your Global Unlimited SIM has a regular US phone number. Your callers simply dial your US phone number to contact you, wherever you are in the world.

Voicemail

Your voicemail service will be automatically set-up for you when you activate your SIM.
To access your voicemail simply dial **123** from your SIM and follow the voice prompts.
If you hear a "Please leave your message for...." announcement when you dial 123, interrupt the greeting by pressing "*****". You will then be prompted to enter your voicemail password. If you have not already set up a password, enter the last 4 digits of your phone number and press "#". You will then be able to access your voicemail mailbox.

Calling the Emergency Services

Dial 112 for Emergency Services worldwide. If you are in the USA, you can also dial 911 for Emergency Services.

Billing and your online 'MyAccount'

Your SIM gives you FREE unlimited data and FREE, unlimited text messages in 130 countries around the world for the period of your rental. To see the full list of countries included, please visit
www.mobal.com/global-unlimited-sim

If you make or receive any calls, or use your SIM outside the 130 countries, usage will be billed to your credit card.

You can view online statements detailing the charges that we have taken, including fully itemized lists of your usage, at **www.mobal.com/myaccount**.
Here you can also check your rates, view coverage maps, and find technical support information. Your myaccount 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 statements will show the reference "Mobal +1-212-785-5800".

SMS Text Messaging

Your SIM can send and receive SMS messsages worldwide.

To send a text message, enter the phone number in exactly the same way as when you make a phone call (see Making Calls for more details):

| **+** | COUNTRY CODE | AREA CODE (without the 0) | PHONE NUMBER |

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 from the local networks as you travel. 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".