Inserting Your SIM

If you have purchased a Mobal Phone, your SIM has already been pre-installed for you.

If you are using your own device, you will need to remove the SIM card from the larger plastic surround and install it in your phone. Your SIM card is multi-size (Standard, Micro or Nano size) and so you can simply push out the correct section to fit your handset. If you accidentally remove the wrong SIM card section, you can fit the sections back together again.

Exactly how the SIM card fits into your phone will depend on the phone you have and so you may need to refer to your handset user guide for more information.

On-screen Error Messages

If your phone displays an "Insert SIM", "No SIM", "SIM Error" warning or a similar message, then your SIM card may not have been inserted correctly.

Remove the SIM card and install it once again. Please make sure that the metal contacts are clean and that you are installing the SIM card as specified in the user guide for your device.

If your SIM card is correctly installed but you are outside of a network coverage area, please be advised that your phone will usually display a "No Service" or an "Emergency Calls Only" message. This is normal and means that your device is ready to connect to a network when you are in a coverage area.

Billing and your online 'MyAccount'

Charges for usage will be billed to your credit card as and when we receive your usage information from the networks used.

Please note that our credit card transactions are processed at our billing center located in the UK. Prior to travel, we would recommend that you contact your credit card company and advise them to expect UK based charges. This will help to avoid a potential disruption in service due to your credit card company rejecting our charges.

Your credit card statements will show the reference: "Mobal +1-212-785-5800".

You can view online statements detailing the charges that we have taken (including fully itemized lists of your usage) at: **www.mobal.com/myaccount**

Your Mobal online account (MyAccount) will allow you to view your rates, update your billing information, view / print full invoices and provide you with a full breakdown of any charges you have received so far. Instructions for accessing your account will be sent to you in a separate email when your order has been fully processed.

Your calls are charged in full minutes. All calls are chargeable, including 'collect calls' and calls to 'toll-free' numbers. Calls to the Mobal Support number are always free of charge when called from your Mobal SIM card.

Should you require assistance, our experienced support team are here to help you!

Email: support@mobal.com

Support Site: support.mobal.com/world4

Website (Live Chat): www.mobal.com

For live chat, please visit our website and click on the "We are online - Chat with us" button if an agent is available.

Lost or Stolen Phones

Please note that 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.

World Talk & Text SIM Card User Guide

This guide contains lots of useful information.
Please take your time to read through it carefully.

Your Mobal Cell Phone Number:

Your SIM Card Serial Number:

Your SIM PIN: 0000
You can use your SIM PIN to protect your SIM card 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 your PUK code to unblock it. Please contact us if you need your PUK code.

Your Voicemail Retrieval Number: 121

IMPORTANT
Your Mobal SIM card is active.
Any usage will be billed to your credit card so please look after your SIM card and ensure that it is kept in a safe place!

Customer Service

Should you require assistance, our experienced support team are here to help you!

Email: support@mobal.com

Support Site: support.mobal.com/world4

Website (Live Chat): www.mobal.com

For live chat, please visit our website and click on the "We are online - Chat with us" button if an agent is available.

Making Calls

It's really easy to make phone calls with your Mobal World SIM!

When placing an outbound call, simply follow the dialing procedure listed below:

+ ＞ COUNTRY CODE ＞ AREA CODE (without the 0) ＞ PHONE NUMBER ＞ SEND

The plus symbol (**+**) represents the international dial-out code for the country you are calling from.

Depending on the make / model of your cell phone, you can get the plus symbol to appear in one of two ways:

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

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

For example, to call our USA emergency number (212-785-5800), to report your SIM as lost / stolen, you would dial **+**, then **1** (the USA country code), then **2127855800** and then connect the call.

+ ＞ 1 ＞ 212 ＞ 785 5800 ＞ SEND

As another example, if you needed to call our UK emergency number (01543 426999) to report your SIM as lost / stolen, you would dial **+**, then **44** (the UK Country code), then **1543426999** (without the leading zero) and then connect the call.

+ ＞ 44 ＞ 1543 ＞ 426 999 ＞ SEND

Calling to your Mobal World SIM

Your Mobal World phone number is printed on the front of this SIM card user guide and you will find that you have been assigned a UK phone number.

This means that your contacts will always use the same phone number to reach you (regardless of your location).

Contacts in the USA will simply dial **+44** followed by the rest of your number (when calling from a cell phone) or they would dial **01144** followed by the rest of your number (when calling from a landline).

Your contacts outside of the USA can use the same method when calling from a cell phone but when they are calling from a landline, callers must prefix your number with the appropriate international dial out code (**00** from most of Europe).

Calling the Emergency Services

Dial 112 for Emergency Services worldwide.

Your Mobal Voicemail Service

Your Mobal voicemail service will be automatically set up for you and no further steps are required.

To access voicemail, simply dial **121** from your Mobal phone and follow the voice prompts.

There will be no charge when your contacts leave you a voicemail message.

When you are retrieving a voicemail message however (ie. calling 121), this will be chargeable at the standard rate for placing a call to the UK.

Please be advised that you must be connected to a local network if you wish to access your voicemail and listen to messages.

To deactivate the voicemail service, simply dial **1210** and then press the "send" key.

To re-activate the voicemail service, simply dial **1211** and then press the "send" key. Your voicemail service will then be active once again.

Please note that you must be in a network service area to deactivate / reactivate voicemail.

SMS Text Messaging

Your Mobal phone is capable of sending / receiving SMS text messages and no additional set up is required.

Text messages should be addressed / dialed in exactly the same way as when you make a phone call:

+ ＞ 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 (on occasion) they may not be delivered at all. If your message is urgent or critical, we would always recommend that you place a phone call rather than send a text message.

Cellular Data

Please be advised that Cellular Data access is not available on your Mobal 'World Talk & Text' SIM card.

Therefore, we can guarantee that we will never bill you for data charges and so you will never return home to bill shock!

If you have a Wi-Fi enabled device however, you can still use Wi-Fi to browse the internet, email, use social media, etc when connections are available.