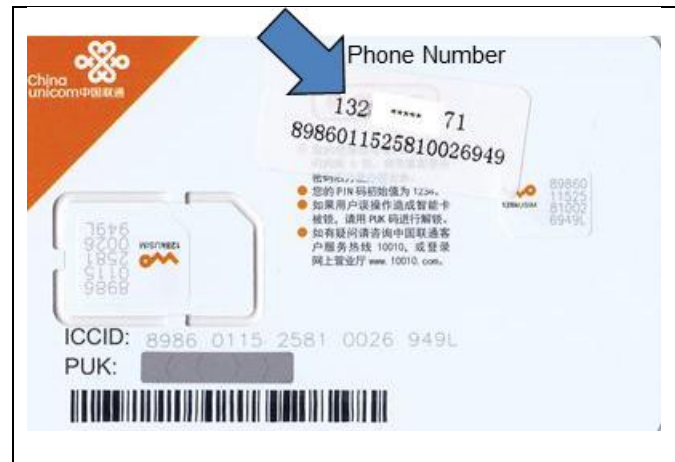


SIM Card User Manual

All SIM cards sold on www.mychinaunicom.com or other local channels are already activated before shipping to your local Chinese address!

Activation is simple! No technical background is required! Just follow the steps below:

1. Power off your phone;
2. Insert your new SIM card;
3. Power on your phone;
4. Wait for your phone to connect on China Unicom network if you are in China.
5. Once connected to China Unicom, you are ready to use it! Please note, it may take up to 5-10 minutes for the SIM card to register with the network for the first time.



Attention:

1. If you use personal Wi-Fi or Mi-Fi device, please make sure turn off cloud based back-up services like iCloud on devices connect with personal Wi-Fi or Mi-Fi device.
2. Using this SIM card surf Internet or making calls outside China will significantly reduce the data and voice usage capacity, or even cause the SIM card being suspended.
3. English-speaking customer service agents can be reached via email support@lvycom.com or phone [+86 28 85332544](tel:+862885332544) and [+86 156 8092 7447](tel:+8615680927447).

Emergency Call Number: 110

Please remember to dial "110" when you experience any dangerous situation like [medical](#), [rubbery](#), [fire](#) or any other situation, which you need local authority's help. This is the equivalent "911" number in United States or "112" in Europe.

FAQ

How do I make a call when traveling in mainland China?

- Call a Chinese mobile number: dial the 11 digit mobile number directly, Chinese mobile number all starts with 13../15../17../18... For example, call number 15680912345 directly.
- Call a Chinese fixed line number: dial 0 + area code + phone number, Beijing area code is 10, Shanghai is 21, Chengdu is 28; for example, calling a Chengdu fixed line number 85332544, dial 028 85332544. You can find more major Chinese tourist city area code information at the end of this manual.
- Make international calls: dial 00 or "+" + country code + phone number, for example, calling US number 617 346 1234, dial +1 617 346 1234

How can people call me (this SIM card phone number) when I'm in mainland China?

- People in mainland China can just dial your number directly, for example, 132 818 12345
- People outside China needs to dial +86 plus your number, for example, +86 132 818 12345

Where can I refill or purchase more data, airtime and international direct call package for my SIM card?

Because our SIM card is a customized China Unicom SIM card, which tailored to Chinese inbound international visitors. [Data package refill or purchasing new international direct call package is only available at \[www.mychinaunicom.com\]\(http://www.mychinaunicom.com\)](#).

Data package purchased at other channels WILL NOT work with this SIM card and even cause this card been suspended!

General China Unicom airtime can be applied to this SIM card, which means you can either purchase airtime at www.mychinaunicom.com or other retail channels.

Can I purchase multiple international direct call packages for my SIM card?

Yes, but you can only purchase different calling zone packages. You cannot purchase the same calling zone twice. For example, you can purchase Zone A + Zone B, but you cannot buy Zone A + Zone A. After the minutes are used up, the system will apply airtime to your international direct calls. For international direct call rate, please refer to the tariff table in this manual.

How do I get SIM card account balance information? Can I check the balance outside China?

Yes, you can check your balance when you are in or outside China. Just send text "101" to 10010 for airtime balance or send text "2082" to 10010 for data balance. These texts are free of charge.



Can I check the SIM card to see if it's functioning when outside China?

Yes, you can check the SIM card by using the following steps:

1. Turn the power off on your phone
2. Insert your new SIM card
3. Power on
4. Your phone should connect on a GSM/WCDMA/LTE network, for example, AT&T
5. Send text "2082" to 10010 to check your data package balance.

Please note, when you insert the SIM card for the first time outside China, it may take up to 15 minutes for the SIM card to register with one of the local networks due to international roaming. Please be patient.

What is the SIM card validation period? Can I extend it?

Initial validation period is 90 days after first use. Validation period can be extended on www.mychinaunicom.com by purchasing "Keep your #" service.

Why do I need to provide my passport information?

According to No. 25 Decree issued by China's MIIT, the Chinese government requires ID information for all mobile users to eliminate telecom and online fraud and illegal activities. Your passport information is only used for registration purpose.

Can I use my China Unicom SIM card outside China?

Yes, the international roaming feature is enabled on your China Unicom SIM card; however, international roaming tariff is rather expensive. We do not recommend you to use it as it will impact the balance of the service package on your SIM card, and even suspend your SIM card due to lower balance.

Do I need to cancel my China Unicom SIM card after I leave China?

No, no need to cancel your SIM card. The SIM card will be canceled after 90 days from first time usage automatically regardless if there is any balance left on the SIM card unless you purchase "Keep your number" service to extend the validation period.

Is there a monthly data usage limitation for my China Unicom SIM card?

Unfortunately, yes, China Unicom has a 4G LTE data usage limitation of 6GB per month. Once the usage reaches 6GB in that calendar month, you cannot add more data to the same SIM card account.

What can I do if I need to use more than 6GB data per month?

The simplest way to use more than 6GB data per month is to get two SIM cards. It is acceptable for users to have multiple SIM cards using the same identity document, e.g. passport.



Tariff Information

International direct calling package

The following table shows the number of minutes available with one (1) international calling package :

CALL DESTINATION	MINUTES	TARIFF (FACE VALUE) AFTER INITIAL MINUTES
Zone A: Hong Kong, USA, Canada and Singapore	100	0.36 CNY/min
Zone B: Taiwan (excluding 008861418, 00886986, 00886973, 008869712, 008869713, 008869714, 008869715, 008869001), Macau, South Korea, Malaysia, India and Thailand (excluding ACES 006681200, 006681201)	60	0.66 CNY/min
Zone C: Japan, Vietnam, Columbia and Brunei	40	0.96 CNY/min
Zone D: Australia, France (excluding 003359, 0033638, 0033640), Spain, Greece, Egypt, Russia (excluding 007954), Kazakhstan, Cambodia, Indonesia, Sri Lanka, the Philippines, Ukraine, Mongolia	20	1.96 CNY/min

Airtime

SIM card airtime credit allows users to make voice calls, sending text & multi-media messages or surfing Internet when no more balance left in their basic 4G data service package. Following table shows the tariff of using airtime credits:

TYPE	TARIFF(FACE VALUE)	NOTE
Domestic voice call	0.20 CNY/min	Free incoming calls
Domestic text	0.10 CNY/message	Free incoming messages
Domestic MMS	0.10 CNY/message	Multimedia message, free incoming messages
4G data	0.20 CNY/MB	Rate applies after initial basic 4G data service package is depleted
International calls	See international direct call table	Rate applies after initial international call package is deleted
International text	0.80 CNY/message	Free incoming messages
International MMS	1.50 CNY/message	Free incoming messages

Note: One international call package can only be applied to one calling Zone. If your call destination country is not in Zone A-D, please purchase additional airtime, and dial IP prefix "10193 + 00+ country code + area code + phone number" to enjoy similar low international calling rate. For example, to reach US number (617) 321-0000, dial 10193 001 617 321 0000. International calls made WITHOUT using this prefix or an international calling package will be billed at the rate of 0.8 CNY for each 6-second interval.

Please be cautious!

International Roaming Tariff

International roaming tariff applies when using this SIM card outside mainland China.

Country/ Regions	Operator	Local calls (CNY/min)	Call China (CNY/min)	Call other regions (CNY/min)	Receiving calls (CNY/min)	Text China (CNY/Msg)	Text other regions (CNY/Msg)	Data roaming
USA	AT&T	0.96	0.96	2.86	0.96	0.36	1.26	5 CNY/10MB
Canada	Rogers, Telus	2.86	7.86	8.86	2.86	0.86	1.76	5 CNY/5MB
Australia	OPTUS	1.86	2.86	5.86	1.86	0.86	1.76	5 CNY/5MB
New Zealand	2Degrees, NZT	1.86	2.86	3.86	1.86	0.86	1.76	
Egypt	MOBNIL	1.86	4.86	5.86	1.86	1.86	2.76	
South Africa	MTN	2.86	3.86	5.86	2.86	1.26	2.16	
Argentina	Telefonica	4.86	9.86	11.86	5.86	1.86	2.76	
Brazil	Vivo	4.86	9.86	11.86	5.86	1.86	2.76	
Denmark	Telia	1.86	2.86	3.86	1.86	0.86	1.76	
Austria	T-Mobile	0.96	2.86	5.86	0.96	0.56	1.46	5 CNY/5MB
Belgium	Proximus	2.86	3.86	4.86	2.86	1.26	2.16	
Germany								
Russia	MTS, Rostelecom	2.96	2.96	9.86	2.96	1.26	2.16	
Orange	Orange Bouygues	1.86	3.86	5.86	1.86	0.86	1.76	
Finland	Elisa	2.26	11.86	11.86	2.26	1.26	2.16	
Netherlands	KPN	0.96	2.86	3.86	0.96	0.56	1.46	
Norway	Telenor	1.86	4.86	5.86	1.86	0.86	1.76	
Sweden	Telenor	1.86	4.86	5.86	1.86	0.86	1.76	
Switzerland	SWISSCOM	2.86	3.86	6.86	2.86	1.26	2.16	5 CNY/5MB
Spain	Telefonica	1.86	2.86	3.86	1.86	0.86	1.76	
Greece	COSMOTE	0.96	2.86	3.86	0.96	0.56	1.46	
Italy	TIM, WIND	1.86	2.86	5.86	1.86	0.86	1.76	
UK	O2	1.86	3.86	5.86	1.86	0.86	1.76	
UAE	DU	2.86	11.86	25.86	2.86	1.26	2.16	
Philippines	Globe	1.86	6.16	7.86	1.86	0.76	1.66	5 CNY/5MB
Korea	KTF	0.96	0.96	3.86	0.96	0.36	1.26	5 CNY/5MB
Malaysia	DiGi	1.86	1.86	6.86	1.86	0.56	1.46	
Japan	DoCoMo, SoftBank	1.86	2.86	3.86	1.86	0.86	1.76	5 CNY/5MB
Sri Lanka	MTN	2.86	2.86	14.86	2.86	1.86	2.76	
Thailand	AIS, DTAC	1.86	4.86	5.86	1.86	1.26	2.16	
Singapore	Singtel, Starhub	0.96	0.96	4.86	0.96	0.36	1.26	5 CNY/5MB
India	Aircel	6.86	19.86	21.86	5.86	2.86	3.76	
Indonesia	Indosat-M3, XL	1.86	3.86	3.86	2.86	0.66	1.56	
	Indonesia XL	1.86	3.86	3.86	2.86	0.66	1.56	
Vietnam	Vietnam VNM, Viettel	3.86	8.86	9.86	5.86	2.86	3.76	
Hong Kong		0.39	0.39	4.39	0.39	0.1	0.8	
Macau		2.86	3.86	5.86	2.86	0.66	1.56	
Taiwan		0.96	0.96	3.86	0.96	0.36	1.26	

Major Tourist City Telephone Are Code and Post Code

Call Chinese fixed line phone, need to dial 0 + area code + phone number

City	Area Code
Beijing	10
Chengdu	28
Chongqing	23
Dunhuang	937
Guangzhou	20
Guilin	773
Guiyang	851
Haikou	898
Hangzhou	571
Hhhot	471
Huangshan	559
Jinan	531
Kunming	871
Lanzhou	931
Lhasa	891
Lijiang	888
Luoyang	379
Nanjing	25
Qingdao	532
Shanghai	21
Shenzhen	755
Suzhou	512
Urumqi	991
Xian	29