



Dear Valued Customer,

Please, take note of the following general SIM functional issues:

GENERAL SIM PROBLEM DIAGNOSIS

There are general technical issues with using the SIM as some of them are explained below. Please, follow the steps to see whether you are unable to use the SIM.

- 1) Please, check your SIM Profile status on which profile it is currently active. Please, change your SIM Profile to the USA Profile if you are physically located in the USA/Canada but if not then still keep in Global Profile; if you are currently located in Italy, change your SIM Profile to Prime and select TIM (ITA) Mobile network.
- 2) If you set your SIM Profile to be on Global while in Canada, you must need to manually select Canada Bell Mobility network in your phone on which the Dual Global Mobile SIM should roam on.

ACTIVATING A NETWORK ON YOUR PHONE (IF YOUR PHONE DOES AUTOMATICALLY SELECT A NETWORK)

Follow the steps below to activate a network in your unlocked GSM phone with the Dual Global Mobile SIM:

- 1) Carefully remove the SIM from the phone and insert it again. Ensure that the SIM is inserted correctly on the SIM compartment.
- 2) Turn on your phone again and allow it to boot. As long as the phone is a GSM unlocked phone, it will detect a SIM/network. Normally your phone will detect a SIM and will indicate three (3) Profiles:
 - i) Global
 - ii) USA
 - iii) Prime or Italy
- 3) Select USA Profile and save your SIM profile in USA if you are physically present in the USA/Canada. But if outside the USA/Canada or Italy, select Global Profile even if you are in the UK. You only select Prime or Italy Profile if you are physically present in Italy.

AUTOMATIC NETWORK SIGNAL

The Dual Global Mobile SIM automatically picks a very strong GSM network in your area and roams on it.

SELECTING NETWORK MANUALLY IF YOUR SIM DOES NOT AUTOMATICALLY PICK UP A NETWORK

If your SIM does not automatically pick up a network, you will have to select a network manually. Follow the instructions below:

- i) Remove the battery of the phone while the phone is switched on which automatically switches off the phone. Wait a few minutes and then insert the battery back and then switch on your phone. Wait for the phone to boot and then to show on your phone screen (depending on the sophistication of your phone or type – some phone may not show you the profiles) the three profiles: Global, USA & Prime. If it does not yet pick up a network, which if it picks up a network, you will see depending on the saved profile in the country you are: Global Roaming or USA Roaming.
- ii) If it does not pick up a network, then go to your phone SIM menu and check on the Network Profile feature. Depending on the type of phone you are using, normally you will see two options: “Automatic Network” selection or “Manual Network” selection. Click on “Manual Network” selection and wait for your phone to search all available networks in your area. Once it shows you all the available GSM networks, then trying selecting one after the other search to see if the SIM will pick up that network. If at end of the search it does not pick up that network, select the next and search. Try with as many of the networks available.
- iii) If yet it does not, try and dial *133#, that is, the star key, then 133, then the pound key and press send. Wait to receive an sms telling you your Dual Global Mobile UK number and US number if you have already activated your Dual Global Mobile US number. This short code requests the SIM phone numbers and may trigger to register your SIM on available network.

For some phones, the network selection command or feature may be different which may depends on the features/procedures programmed in the phone by the OEM. For instance if you are having a NOKIA 2700 Classic Quadband GSM phone, to select a network manually, follow the steps below:

- a) Go to the Phone Menu and click on "Settings"
- b) Next, click on "Phone" or "Phone Settings"
- c) Next, click on "Operator Selection"
- d) Next, click on "Manual:"
- e) Next, wait for the phone to search available GSM networks in your area
- f) Next, once the phone has displayed some networks, click on the preferred network and save it. If you are in the USA, it is possible your phone may show T-Mobile, Cingular and other known networks are shown, select one of them but preferably T-Mobile and your phone is ready to roam on this network. Please, note that you may see that as you move from one area to another, the Dual Global Mobile SIM may automatically select a very strong network which to roam on and this continue to change as the signal becomes strong. This does not in any way affect your use of the Dual Global Mobile SIM and your Dual Global Mobile UK or US number.

DUAL GLOBAL MOBILE NETWORK

Dual Global Mobile uses the existing GSM networks, such as T-Mobile, Cingular, AT&T, Vodafone, Orange, O2, Digicell, Telefonica, MTN and many other networks around the world. The Dual Global Mobile SIM automatically select and picks up the strongest GSM network signal in a particular city/region/country where you are roaming in.

Because of this versatility feature, as you roam or move around with your Dual Global Mobile SIM lively inserted in a phone, the network which the Dual Global Mobile SIM roams on may change and the SIM automatically select a stronger network than the previous in that area which means that with the Dual Global Mobile SIM, you will have a better service than the local networks. This is because if one network is not strong in a particular city/region you are in, the SIM will automatically look for and select a very stronger network than the previous to enable you have a better network for your voice, sms and data services.

DUAL GLOBAL MOBILE SIM WILL OPERATE ON THE FOLLOWING GSM BANDS/FREQUENCIES:

- * GSM 1900 (USA, Canada, South and Central America)
- * GSM 850 (USA)
- * GSM 1800 (Europe, Asia, Africa, Australia/Pacific, Brazil)
- * GSM 900 (Europe, Asia, Africa, Australia, parts of South and Central America)

In some countries you will require a Tri-band mobile phone in order for your Dual Global Mobile SIM to function properly.

If your phone is not picking up a network in a particular country where we have coverage, it might be that your phone is not on the correct band/frequency. You should try and select the right band/frequency for that particular country as above.

GSM SMS vs CDMA SMS

Dual Global Mobile SIM functions using the Global System of Mobile Communications (GSM) system – which is adopted by the vast networks operational worldwide. The Code Division Multiple Access (CDMA) system is used by some networks in the USA and in some other countries worldwide.

Sending Short Message Service (SMS) between the GSM and CDMA networks is not always possible, though some networks may be able to translate between the GSM and CDMA. An SMS delivery or receipt between a GSM network and a CDMA handset may not be possible in some networks as a result of two differing systems which is not the fault of Dual Global Mobile SIM.

USSD (Unstructured Supplementary Service Data) MESSAGING

Note that there may be some “old” networks in the USA that have been acquired by AT&T or T mobile that do not support USSD messaging. USSD is used to trigger the call back and send the short codes. If a SIM is on a network that does not support USSD you will not be able to make calls or send the short codes. Normally manually switching to another network solves the problem.

ACTIVATING AND RECEIVING YOUR DUAL GLOBAL MOBILE US NUMBER

If you wish to have a US number, please, follow the steps below to activate and receive your Dual Global Mobile US number:

1) Dial *160# [that is, the star key, then 160, then the pound key and press send or enter] using your unlocked GSM phone with the Dual Global Mobile SIM inserted on it. You will receive an

sms within a short moment with your US number. If you do not receive your Dual Global Mobile US number after sometime, then only dial 160 and send and wait to receive an sms.

SHORT CODES TO DIAL FROM YOUR PHONE WITH THE DUAL GLOBAL MOBILE SIM INSERTED

The following short codes are applicable in extracting information from your Dual Global Mobile SIM/Account. The short codes are the same whichever profile is active. If your phone does not receive the necessary info via sms within a short time no more than five minutes, then you should first dial [*] before the short and then [#] after the short code; for instance, 102 or *102# and you will receive an sms within a short time with the information you requested. The following short codes are applicable to your Dual Global Mobile SIM/Account (please, type in the sign/symbols key indicated):

- 1) *102#: Call Divert or Call Forwarding on (To divert or forward your calls dial 102 or *102# and then send/call). Example dial 102countrycode&number to divert or forward your call.
- 2) *103#: Call Divert off or cancel.
- 3) *133#: Dial to receive your Dual Global Mobile UK no & US no (if activated) to your phone via sms
- 4) *187#: Dial to receive or check your Dual Global Mobile account balance in dollars.
- 5) *121#: Using Voicemail (VM): Access Messages (plays in order or last received)
- 6a) *122#: Turns Voicemail (VM) on
- 6b) See at Dual Global Mobile Voicemail User Guide in a separate attachment.
- 7) *122xx#: Sets the time interval before VM starts, e.g. 122xx (12235) sets the VM to start if there is no answer after 35 seconds
- 8) *123#: Turns VM off
- 9) *125#: Check settings (indicates your VM settings/status)
- 10) *154#: Customer Support number- dials from your phone or call us at: 1-800-991-6518 (Mon-Fri, 10am to 4.30pm eastern time). 24/7 Online Customer support email: support@dualglobalmobile.com

PLEASE NOTE: If you dial any of the short codes above and it does not provide you with result on your phone after a while, just dial the short code for the purpose you want without including any of the signs before (that is, the star key) and the sign after (that is, the pound key)

CUSTOMER SIM NUMBERS/s

4477000XXXXXX - UK Number

1XXXXXXXXXX - US Number

CUSTOMER SHOULD ALSO DO THE FOLLOWINGS ON HIS/HER SIM CONTROL PANEL:

Account Settings

When I receive an incoming call on **4477000XXXXX**



Forward the call to

(Use full international form - e.g. 44 1624 822500)

Ensure that "Send the call to my handset" is selected in your SIM Control Panel. If you select "Forward the call to", it means that incoming calls will not get to the handset which already has your Dual Global Mobile SIM. You only select "Forward the call to" and indicate the phone number where you want your Dual Global Mobile number whether UK or US to be forwarded to.

2) It seems you are yet to set up your Call Account Settings in your SIM Control Panel. The status is:

If the call cannot be connected within seconds

Send to voicemail

Reject the call

You will have to change the connection within between 45 and 60 seconds as then select reject the call or send to voice mail. Note that if sent to voice mail after ringing for 60 seconds, you will be charged for this as voice mail is equivalent to a call. Instead select Reject the call so you will not be charged.

LOG ON TO YOUR SIM CONTROL PANEL, follow the steps below:

1) Log onto: www.dualglobalmobile.com

2) Click "Customer Log In"

3) Next, Click on "My Dual Global Mobile Portal" - which you will see as one of the subtitles on the left side on our homepage.

4) Next, type in your Dual Global Mobile UK number [ignoring the "+" as your user name and your four digit PIN: XXXX (printed on the card that came with your SIM). If you have change the four digit PIN password to another password, please type in your current password.

5) Next, on your SIM Control Panel, you can reset your call features to be between 45 and 60 minutes of rejection or to voice mail if a call comes in and you can also change your password and click the "save setting" button

6) You must type in your email address (which we will use to contact you and send you any updates including reminder of your annual Dual Global Mobile SIM renewal and also the monthly fee of \$4 for your Dual Global Mobile US number if your Dual Global Mobile US number is approaching the 60 day policy for SIM not physically present in the US for the US number. If you do not register your email in your SIM Control Panel we would not have any means to reach you and if your Dual Global Mobile account is less than \$4 on the 60 day, it means that no sufficient fund in your account and you will lose you Dual Global Mobile US number. This is also applicable to the Annual Renewal Fee if you do not register your email address on your SIM Control Panel. SIM registration is done via online payment. You will be provided a link to pay for the renewal of your SIM at the end of 12 calendar months from the date of your SIM activation.

7) You can also change your password (to a password you can easily remember) if you wish in your SIM Control Panel.

8) Click on "Save Settings" button in your SIM Control Panel and have all your changes saved.

TO PLACE A CALL WITH YOUR DUAL GLOBAL MOBILE SIM OR RECEIVE A CALL ON YOUR DUAL GLOBAL MOBILE SIM - FOLLOW THE STEPS BELOW:

i) To place a call, you must dial in the international format no matter the country you are in. E.g. US or Canadian number:

To dial a US number, dial: *Country code & phone number #

That is, dial the Star key, then the country code, phone number and then the pound key and press the dial key or call key. You will receive a quick call back within 10 seconds or more, answer the call and you are connected to the party you are calling.

OR

ii) Dial: +1(XXX) XXX-XXXX and wait for a callback to connect you to the party you are calling.

OR

iii) Dial 1(XXX) XXX-XXXX and wait for a callback to connect you to the party you are calling.

iv) For UK and countries, still dial *Country code & phone number#

That is, dial the Star key, then the country code, phone number and then press the pound key and then press the dial key or call key. You will receive a quick call back within 10 seconds or more, answer the call and you are connected to the party you are calling.

PLEASE NOTE: DEPENDING ON THE TYPE OF PHONE YOU ARE USING, IMMEDIATELY AFTER YOU DIALED THE NUMBER YOU ARE CALLING, YOU MAY SEE A MESSAGE ON THE SCREEN OF YOUR PHONE SUCH AS:

“Error Message”, “Restricted”, “Error Connection” Or your screen may go blank or even return to the screen” as if you did nothing. Please, do wait as it is normal. During this time, our system will detect a call and our system will call you back, please press okay and you will hear an auto voice with the message: “Please, wait while I connect your call”. Be sure to place the phone by your ear while waiting to be connected to the party you are calling. One the other party picks up the call you will know. Also note that depending on your phone settings, the call back may be your Dual Global Mobile UK number, US number or the phone number of the party you are calling.

2) For someone in the USA to call your Dual Global Mobile US number, they do not need to dial 1 or +1 or 0091. They should just dial your US number with the area code.

3) For people to call your Dual Global Mobile UK, number they should dial the full international format including the "+" sign except if they are in the UK, they do not need to dial +44. If it is not going, they should any of the following dialing formats:

a) +44-XX-XXX-XXXXX

a) *44-XX-XXX-XXXXX #

a) 009 44-XX-XXX-XXXXX

a) 009 44-XX-XXX-XXXXX #

You may have to try dialing of the formats above due some phones functionalities because of manufacturer's programming.

DUAL GLOBAL MOBILE - WEB INITIATED CALL

TO USE THE INTERNET TO INITIATE A CALL AND REDUCE YOUR CALL RATE DRASTICALLY UP TO 98% YOUR DUAL GLOBAL MOBILE ONLINE ACCOUNT – FOLLOW THE STEPS BELOW:

To place a call using the Web initiated Call with your Dual Global Mobile online account, simply log onto your Dual Global Mobile SIM Control Panel, click on “**Web Initiated Call**” and follow the instructions to place a web initiated call.

What is Web Initiated Call?

Web initiated call is initiating a call on using your existing Dual Global Mobile account to place a call anywhere you are in the world by initiating a call online on a computer or mobile phone/device with internet access. You can initiate a web call on your Dual Global Mobile existing account online by logging into your SIM Control Panel and then trigger a web call on any valid phone with a valid number whether a fixed line or mobile line to place a call.

The phone number could be any phone valid phone number whether a fixed/land line or a mobile line including your Dual Global Mobile UK or US number as long as your SIM is inserted into an unlocked GSM phone to enable you to talk when you receive a call back. If you are to use another valid or existing phone number other than the Dual Global Mobile UK or US number, just ensure that the phone is switch on and is valid because the call back will be directed to that phone number for you to answer the call to be connected to the party you are calling.

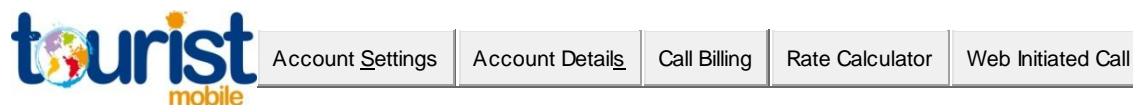
PLEASE, NOTE THAT THE WEB INITIATED CALL DOES NOT MEAN YOU WOULD HAVE TO CALL ANSWER THE CALL ON YOUR COMPUTER OR SPEAKER PHONE OR HEAD SET CONNECTED TO YOUR COMPUTER. IT IS JUST ANOTHER METHOD OF INITIATING A CALL ONLINE USING YOUR EXISTING DUAL GLOBAL MOBILE ACCOUNT AND THEN YOU WILL RECEIVE CALL BACK DIRECTLY ON YOUR DUAL GLOBAL MOBILE SIM IF IT IS INSERTED IN AN UNLOCKED GSM PHONE OR YOU WILL RECEIVE A CALL BACK IN IN ANY VALID PHONE FOR YOU TO ANSWER SO YOU WILL BE CONNECTED TO THE PARTY YOU ARE CALLING. YOU TALK WITH THE PARTY YOU ARE CALLING FROM YOUR HANDSET THOUGH IT IS INITIATED ON THE WEB.

IT IS ANOTHER METHOD TO INITIATE A CALL INSTEAD OF DIRECTLY DIALING FROM YOUR DUAL GLOBAL MOBILE SIM. BY DOING THIS YOU WILL DRASTICALLY REDUCE YOUR CALL RATE TO ABOUT 80-98% INSTEAD IF YOU INITIATE THE CALL ON THE WEB FROM YOUR DUAL GLOBAL MOBILE ACCOUNT INSTEAD OF INITIATING THE CALL DIRECTLY FROM YOUR DUAL GLOBAL MOBILE SIM.

Log onto: www.dualglobalmobile.com and then click on “**Calculate Call Rates**”. Once the page opens, click on “**ONLINE RATE CALCULATOR**” and once the ONLINE RATE CALCULATOR page opens, check or select the Web Call button and then select the country of your Dual Global Mobile SIM is physically located; wait for the Web Call calculator feature to be opened and then calculate from call origination to call destination in as many countries you wish.

READY TO START?

Log onto: www.myglobalsimcard.com, type in your Dual Global Mobile UK number ignoring the [+] sign as your User ID and your password (PIN) if you have not changed it online. Once you log in, click on “Web Initiated Call” button. Once clicked, the web initiated call feature page will open ready for you to type in the necessary phone numbers to initiate a web call. The page will be similar with what is displayed below but read through the Key Features further on how to initiate and use the Web Call Features:



Web Initiated Call

Please choose the destinations and press the button 'Dial', then we will connect the call for you straight away

Origination Number

This is the number making the call and can be any number (not just only the Dual Global Mobile UK or US number)

Destination Number

Country Code + Area Code + Number

Call ID:

Message received from server:

Once you click dial, you will see online a message such as “Call back requested”. Please wait and your phone/handset which has your Dual Global Mobile SIM or any other SIM or network will ring. Answer the call and you will be connected to the party you are calling. If the party answers the call, you can then talk as much as you can as long as the internet connection is on. Should the internet get connected, the call will stop and you will have to initiate another call online to be connected again.

KEY – If you are in the USA, it will be better you indicate your Dual Global Mobile UK number as the call originating number because if you indicate your Dual Global Mobile US number and the call gets into a voice mail, you will be charged as normal incoming call. But you are using your Dual Global Mobile UK number and the phone number of the party you are calling gets into a voice mail, you will not be charged as we have free incoming call in the US if your Dual Global Mobile UK number is called.

Whichever number you type in as your originating call number will be what will be displayed on screen of the phone of the person you are calling. Whether it is your Dual Global Mobile UK number, US number, your country’s fixed or mobile number is what will show on the screen of the phone of the person you are calling.

If you are in the USA and you have a US landline or a mobile that has free incoming call, it is advisable you indicate such number as your originating call number.

Unfortunately, you cannot initiate a web call if you do not have a Dual Global Mobile account. And to have a Dual Global Mobile account, you will need to order for the SIM and with such you can have a

Dual Global Mobile account and you can then buy airtime for your account and use the Web initiated call to drastically reduce your call rates and anytime you are travelling or on the road, you can initiate call directly from your Dual Global Mobile SIM.

Your Dual Global Mobile has one account and any call you make whether directly from the SIM or Web call, cost will be subtracted from that account and you have 24/7 access online to monitor your call, check call history and costs and other features as you wish.

Not yet a Dual Global Mobile SIM subscriber? Then log onto: www.dualglobalmobile.com and then click on "Order Your Global SIM" located on the left on the homepage, follow the instructions and order your SIM. To purchase airtime for your SIM account, click on "Customer Log In" located on the left on the homepage, follow the instructions to buy airtime.

TO RELOAD AIRTIME OR TO SEE YOUR CALL HISTORY, FOLLOW THE STEPS BELOW:

To reload airtime, you will have to click on "Customer Log In" on our website homepage and then select and/or click on the option for the airtime option you want, follow the instruction and complete the payment for airtime reload.

ADD OR BUY AIRTIME TO YOUR DUAL GLOBAL MOBILE SIM:



(All Major Credit Cards accepted)

Choose any of the airtime top up amount options and payment methods below that is convenient for you to add or buy airtime for your Dual Global Mobile SIM. We would response to your order within 12-36 hours for every successful completed payment.

AIRTIME TOP UP AMOUNT OPTIONS

- *Option #1a: \$50
- *Option #1b: \$100
- *Option #2: \$200
- *Option #3: \$300
- *Option #4: \$400
- *Option #5: \$500

[A] AIRTIME TOP UP - CREDIT CARD PAYMENT AUTHORIZATION FORM

(All Major Credit Cards accepted) - If you choose Credit Card Payment, please check details on our website as indicated above to complete the credit card payment authorization and submit it online.

[B] AIRTIME TOP UP - BANK WIRE TRANSFER

Customers who want to top up airtime should kindly send an email [with the following details - your Dual Global Mobile UK number, billing address, confirm email address, and airtime top up option requested (see various options above)] requesting for an invoice for bank wire transfer to: support@dualglobalmobile.com

[C] AIRTIME TOP UP - PINPAY SOFTCARD payment method

* PINPAY SOFTCARD PAYMENT: If you choose this method, please check details on our website to open a FREE PINPAY SOFTCARD ACCOUNT. You can pay through PINPAY Data Services as "Online Bill Payment" with any of the following banks in the United States ([Citibank](#), [Chase bank](#), [TD Bank](#), [e-Trade Bank](#), [Ally Bank](#), and other banks). You can also reload money

in person into your PINPAY SOFTCARD account immediately upon opening a free PINPAY SOFTCARD account online by walking into any of the more than 8000 Retail Stores/Outlets across the United States and reload money into your PINPAY SOFTCARD account. Instructions on paying through online bill payment through PINPAY DATA SERVICES and Retail Stores/Outlets across the United States will be available in the new PINPAY SOFTCARD account you are to open.

Once you done with opening a free PINPAY SOFTCARD account, reloaded money and then you can easily make payment to our PINPAY SOFTCARD account within few minutes with our account details:

PINPAY MERCHANT NAME: **"EASY WORLDWIDE"**

PINPAY SOFTCARD ACCOUNT NUMBER: **60486080000056196588**

PLEASE NOTE: If paying through PINPAY SOFTCARD, you are to add 2.5% as transaction fee of the total amount in addition, otherwise we would debit the said sum from the amount we would receive from you.

Send us an email to: airtimetopup@dualglobalmobile.com with your Dual Global Mobile UK number and the airtime amount you paid for. We would response to your order within 12-36 hours and would ship the product to your shipping address.

If you do not have a PINPAY account, you can have one free of charge. Check detail on our website or type in this link in your web browser:

https://www.pinpaysoftcard.com/cardholder_application.php



CUSTOMERS RESIDING IN COUNTRIES WITH UNLIMITED ACCESS TO SECURED ONLINE PAYMENT FOR TOPPING AIRTIME USING CREDIT/DEBIT CARDS

Customers residing in countries with unlimited access to secured online payment for topping airtime using credit/debit cards should send an email to: globalsales@dualglobalmobile.com requesting for either invoice for a bank wire transfer payment for airtime top up. Customers should indicate their Dual Global Mobile UK number name and email address for easy identifications.

TO SEE YOUR CALL HISTORY

To see your call history, click on "Call Billing" and select a date range. Call Billing displays your call cost, duration and date/time.

TO CALCULATE CALL RATES

To calculate call rates for the various countries, click on "Calculate Call Rates" on the left hand side on our homepage. Please, read the instructions on how to use the: **ONLINE RATE CALCULATE**" by selecting the right profiles before clicking on the **"ONLINE RATE CALCULATOR"** to see various call rates for the various countries. If you do not set your profiles on the right profiles, you may not see the rate or may have higher rates instead.

TO CHANGE BETWEEN THE GLOBAL, USA AND ITALY PROFILES ON YOUR ANDRIOD PHONE

To change between the Global, USA and Italy profiles on your Android phone.

- 1) Insert the SIM to your handset start the phone.
- 2) If your handset does not prompt you to choose a profile do the following:
- 3) Go to Settings then Wireless & Networks
- 4) Switch to Airplane or Flight Save mode and then switch all Radios and then switching back gets the Profiles selection menu to appear. Then select the Dual Global Mobile SIM Profile of the country you are physically present with the SIM. Sometimes, your Phone may be prompted by a pop up box asking you to update Profile, if this pop-up feature appears, update or select the Dual Global Mobile SIM Profile of the country you are in physically.
- 5) Select yes and choose the relevant profile for the region you are in.

SETTING UP OR CONFIGURING DATA WITH THE DUAL GLOBAL MOBILE SIM

1. Create a new 'Access Point Name' (APN) on your mobile handset. If there is an existing APN, please do not edit or delete such. You would have to name your new APN "Mobiledata". You do not need a username or password for such set up.
2. Next, change 'Authentication' setting in your phone to normal (not secure)
3. Next, you may need to remove all other data connections, otherwise your phone may try to connect to your original supplier.
4. Next, select only select 3G option on your mobile if 3G data service is available. If you SIM does not connect, try setting to 2G service.
5. Next, when you have finished using data service, make sure you disconnect manually otherwise you will be charged for data as your phone may still be connected. Some handsets, Modems or Dongles may ask or need a number to dial, if this is the case with your device, enter*99#

please Note: Some Blackberry devices do not allow a new APN to be set up even if the Blackberry is unlocked. This is entirely a device issue and not a Dual Global Mobile SIM issue.

Please, note that your data consumption amount will be deducted from your Dual Global Mobile account and once you are done with the browsing and emails disable the data profile and return to your normal Global, USA or Prime Profile depending on the country you are. If you do not disable the data profile once you are done, you will still be able to place or receive calls but you will be charged the data rates instead of the normal profile rate because the data profile is voice, sms and data capable.

If you are to use the data profile often, please ensure that you have enough credit in your Dual Global Mobile account. If your credit level is below the data rate per megabyte, you will not be able to connect to the internet. If this is the case, you will need to top up airtime online on your SIM Control Panel. It is advisable you top up enough airtime if you are in a country that the data rate per megabyte is high. To see or view the various rates for data using in the various countries, click on "Data Rates & Countries" on our home page and click on: **"CLICK HERE TO ACCESS THE DATA RATES AND COVERAGE"**

FREE INCOMING CALLS NOW SIXTY-FIVE (65) COUNTRIES and Still Counting.....SEE FREE INCOMING CALLS COUNTRIES BELOW:

* [USA#](#) * [UK](#) * [Algeria](#) * [Angola](#) * [Australia](#) * [Austria](#) * [Bahrain](#) * [Bolivia](#) * [Bosnia & Herzegovina](#) * [Brunei Darussalam](#) * [Burundi](#) * [Canada](#) * [Chad](#) * [Costa Rica](#) * [Croatia](#) * [Cyprus](#) * [Denmark](#) * [Czech Republic](#) * [Egypt](#) * [Finland](#) * [France](#) * [Georgia](#) * [Germany](#) * [Greece](#) * [Guernsey](#) * [Hungary](#) * [Ireland](#) * [Israel](#) * [Italy](#) * [Japan](#) * [Jersey](#) * [Jordan](#) * [Kenya](#) * [Korea, Republic of](#) * [Latvia](#) * [Lithuania](#) *

[Luxembourg](#) * [Malawi](#) * [Malta](#) * [Mongolia](#) * [Montserrat](#) * [Netherlands](#) * [Netherlands Antilles](#) * [Nigeria](#) * [Poland](#) * [Portugal](#) * [Puerto Rico](#) * [Romania](#) * [Russia](#) * [Saudi Arabia](#) * [Slovakia \(Slovak Republic\)](#) * [Slovenia Republic](#) * [South Africa](#) * [Spain](#) * [St. Croix \(US Virgin Islands\)](#), * [St. Thomas \(US Virgin Islands\)](#), * [St. Johns \(US Virgin Islands\)](#) * [Sweden](#), * [Tanzania, United Republic of](#), * [Turkey](#), * [Uganda](#), * [Vietnam](#) * [Yemen](#) * [Zambia](#)

- Caller must call you on your UK +44 number in order to receive a free incoming call when in the US and also in other countries where there is free incoming calls.

* Free incoming call countries are subject to change without notice on our website.

HOW TO CUT DOWN COST WHEN YOUR DUAL GLOBAL MOBILE US NUMBER IS CALLED IF YOU ARE IN A COUNTRY WHERE WE HAVE FREE INCOMING CALLS ON YOUR DUAL GLOBAL mobile UK NUMBER.

For instance, you are residing in the US and you travel outside the US with your Dual Global Mobile SIM. You have given your family members, business associates and friends your Dual Global Mobile UK and US numbers. Your Dual Global Mobile UK or US number could be called and be received no matter the country you are. However, whenever your Dual Global Mobile UK number is called it will be free if you are in a country that we have free incoming call. If you're Dual Global Mobile US number is called, it will cost you 39 cents per minute to receive the call if you are in a country that has free incoming call on the Dual Global Mobile UK number while it will cost you [39 cents + cost of receiving call on your Dual Global Mobile UK number] in a country that does not have free incoming call. So, you should check on the "ONLINE RATE CALCULATOR" the call rate to receive a call in a country that does not have free incoming call before giving out your Dual Global Mobile US number for people to call you when you are in such a country.

You can drastically reduce the cost or have free incoming call on your Dual Global Mobile SIM US number if you are in a country that has free incoming call by forwarding your Dual Global Mobile to a land line [say in your hotel room or at your family friend's house] or mobile in that country. So, when your Dual Global Mobile US number is called, you pick up from the landline. In this way you may not be charged for answering the call from a land line or another mobile in that country. Your relatives, business associates or friends calling your Dual Global Mobile US number in the US are not billed for calling you if they are having an existing contract with their network provider for unlimited monthly free incoming and outgoing calls within the USA (mobile and land lines) and some landlines in some countries.

Once you arrive the US back from your overseas trip, you can forward your Dual Global Mobile UK number to your US land line another mobile and if your Dual Global Mobile US or UK number is called, you can pick it from the land line or from another mobile and you are not billed for such.

Please, note that the Dual Global Mobile UK number is a primary number while the Dual Global Mobile US number is the secondary number.

BY EVERY STANDARDS OF THE DUAL GLOBAL MOBILE SIM IS PREFERRED TO YOUR LOCAL SIMS IF YOU ARE TRAVELING OVERSEAS FROM ONE COUNTRY TO ANOTHER BECAUSE OF THE FOLLOWING BRIEF REASONS:

* Free Incoming Calls in 64+ countries – compare this to AT&T, T-Mobile, MTN, Vodafone, Cingular, Verizon, and other GSM networks in your country if you are to use them to travel

overseas. Most of the local networks do not have free incoming calls when you are traveling overseas. Each call whether with those local SIMs whether incoming and outgoing calls are when roaming overseas is from \$1.50 to \$4.50 per minute.

* No Roaming Charges – compare this to your local network provider who will charge you for roaming overseas apart from the normal call rates

* Most local networks will not allow you to roam to more than one country when you leave your country of residence if you are to roam in more than one country this attracts additional fee. Dual Global Mobile SIM allows you to roam in more than 203+ countries – calling from one to country to other and receiving calls likewise.

* Most local networks are under contract, monthly fee which you are obliged to and you will have to pay roaming charges in addition to call rates when roaming overseas.

* Most local networks subscribers are under obligation to their network provider/s to inform them before traveling overseas with their SIM if they want to roam with it. Some local networks will require that you deposit certain amount of money with them if you want to roam overseas. This is unlike the Dual Global Mobile SIM, you do are not under any obligation to inform us if you want to travel. You just need to have some credit in your phone so you can place and/or receive calls.

* The Dual Global Mobile SIM call credit will last for at least 12 months from the time/date of purchase whereas with some networks, you will lose unused call credits if you do not use it after 45 to 60 days.

* Most local networks has connection fee in addition to the call fee when roaming overseas. This is unlike the Dual Global Mobile; there is no connection fee whatsoever.

* Most local networks are programmed to operate effectively within a particular country or region and may not have large coverage worldwide. This is unlike the Dual Global Mobile SIM that has coverage of 203+ countries which is virtually most countries of the world.

* There are many advantages with the Dual Global Mobile and other local networks when roaming overseas. See our website (www.dualglobalmobile.com) for more information.

FULL LIST OF COVERAGE (203+ COUNTRIES – CALL AND RECEIVE)

See the full list of Dual Global Mobile Coverage in 203+ countries, please use our “ONLINE RATE CALCULATOR” on our website – www.dualglobalmobile.com; click on “Calculate Call Rates”. Read through the instructions on how to use the ONLINE RATE CALCULATOR before clicking on the “ONLINE RATE CALCULATOR” on the first paragraph. You will see the full list of countries and can calculate the various call rates in any of the country/region you are physically present with the SIM.

ANNUAL ACCESS FEE – DUAL GLOBAL MOBILE SIM UK NUMBER

Annual Access or SIM Renewal Fee is \$35. You will be notified or reminded via email at least 2 months to your SIM renewal date. You will continue to receive SIM Renewal Reminder emails periodically until your SIM is renewed within the two months period or until the due or last date of SIM renewal.

This fee is the charge that allows your Dual Global Mobile SIM to access the GSM network. It is a fee charged by our carrier to Dual Global Mobile SIM.

When you purchase the Dual Global Mobile SIM the Access Fee is included in the price. On each 12 month anniversary of the purchase date of your Dual Global Mobile SIM, the annual renewal is due. When your renewal is paid, your Dual Global Mobile SIM stays active on the GSM network and your call credit balance is "rolled over" to the next year, and you keep your number.

DUAL GLOBAL MOBILE US NUMBER – 60 DAYS RULE FOR RECYCLING OR MONTHLY FEE APPLICABLE RULE.

If you have activated and receive your Dual Global Mobile US number (which is the secondary number), your US number will be valid for 60 days. If you do not use your SIM within the US at least every 60 days or you are not physically present with your SIM in the USA and register it on a network in the USA for up to 60 days, then your Dual Global Mobile US number will be canceled and "recycled". This is a US regulatory requirement and not a Dual Global Mobile SIM condition.

If your Dual Global Mobile US number is recycled simply dial 160# or *160# to obtain a new US number. We are sorry, you cannot be reassigned the same or previous US number to your SIM. To constantly keep your same US number, you can opt for the \$4 only per month fee for maintaining your Dual Global Mobile US number if you know your SIM will not be registered physically on a network in the USA for a period of 60 days. If however, you travel out of the USA and return back in less than 60 days, your Dual Global Mobile US number is okay and will not be recycled and you will not be subject to the \$4 monthly fee.

If you intend to maintain or keep your Dual Global US number if it is up to 60 days after activation without physical use in the USA, we will subtract the \$4 monthly fee from your Dual Global Mobile account. If your Dual Global Mobile account is less than \$4, your Dual Global Mobile US number will be lost and will be recycled. So, ensure that your Dual Global Mobile account has sufficient balance for maintaining the US number on monthly basis if the US number is activated and the SIM out of the US for up to 60 days.

Even if you ordered your Dual Global Mobile SIM while outside the USA and got your US number activated while outside the USA, your US number will be lost or recycled if you do not physically register your US number on a US network in the USA for up to 60 days. But if you register your US number physically on a US network for less than 60 days from the date of activation of your US number, your US number is okay and will not be recycled as long as you maintain the less than 60 days physical registration on a USA network. Once your US number did not register on a US network physically for up to 60 days, it is lost and recycled or you opt for the \$4 monthly fee to keep the US number.

This does not apply to your Dual Global Mobile UK number which is the primary number and which is renewed at a fee of \$35 once every 12 months or annually from the date of activation of your SIM. The Dual Global Mobile UK number once the SIM is activated is billed for renewal at the end of 12 calendar months or one year and it does not matter which country you are in anywhere in the world.

DUAL GLOBAL MOBILE US NUMBER IS A REAL IMSI AND NOT A JUST A DID NUMBER

The Dual Global Mobile US Number is a real International Mobile Subscriber Identity (IMSI) and not just a Direct Inward Dialing (DID) Number. This is why when you are in the USA and your SIM Profile on a USA Profile, calls from your Dual Global Mobile SIM will displays your Dual Global Mobile US number on the caller screen. This is unlike a DID where you cannot use it to place a call but only to receive call and such calls are forwarded to your existing IMSI.

NEW: We have configured our system where you can decide on the outgoing ID (UK number or US number) when placing a call with your Dual Global Mobile SIM in any country. It does not matter whether you are in the US, UK, Germany or any other country, you decide on the outgoing ID when using your Dual Global Mobile SIM. To set your outgoing ID, kindly log onto your Dual Global Mobile SIM Control Panel and select the Outgoing Caller ID and then click the "Save Settings" button.

Outgoing Caller ID (CLI):

Block Caller ID (CLI):

Trust this information is useful. Please, let us know if you still have any further queries/concerns.

One Customer at a time

Go...Talk Global with Ease!

Support/Technical Team
Dual Global Mobile - Easy Worldwide Solutions, LLC USA
Tel: 1-877-405-3465 (Toll Free)
E: support@dualglobalmobile.com
W: www.dualglobalmobile.com