

User Manual (V.9)

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Attention, Attention – Please READ!

- 1. To activate/use your SIM card, you MUST visit https://www.lvycom.com/register.php to register it first. Once successfully complete registration, you will be able activate/use your SIM card even when are outside China. All SIM cards has international roaming feature turned on since day 1!
- 2. Per China Unicom's policy, please activate the SIM card by inserting it into an unlocked mobile phone to connect to a local network within seven (7) days after the registration. For example, AT&T is a local network in US; Vodafone is a local network in UK. Fail to activate within 7 days after initial registration will result in complicated in-person re-registration in China.
- 3. According to China MIIT's new requirements, all mobile subscribers need to use their SIM cards by connecting to a local network at least once every three (3) months; this requirement applies to all subscribers from China Mobile, China Telecom and China Unicom. If you are living overseas and not regularly using your SIM card, please make sure to insert your SIM card into a working phone to connect to a local network for at least for one day every three (3) months to avoid SIM card termination. We apologize for any inconvenience this may cause you; the purpose of such requirement is to eliminate and fight mobile and telecom fraud. It is a mandate by the government.
- 4. When airtime balance is less than 5 CNY, you will hear a "low airtime balance" reminder in Chinese when you try to make a call. You can just ignore that. The call will still go through when that reminder stops as long as your balance is enough for a call, or you can just refill more airtime at www.lvycom.com to eliminate the reminder.
- 5. If you have purchased an international direct calling package (Zone A, B, C, D), just dial 00(or +) + country code + phone number to call the places included in the package, for example, US is in zone A, you dial 001 (or +1) + US phone number; please DO NOT use the IP prefix 10193 in this condition, otherwise the call will not be charged from your free international minutes but from your airtime balance.
- 6. Please be aware that international roaming tariff applies when using the SIM card in Hong Kong, Macau or Taiwan.
- 7. This SIM card is a customized China Unicom SIM card, which is tailored to meet the needs of Chinese inbound international visitors. They are not available in local China Unicom retail outlets. Should you have any issues with the SIM card, please contact us directly via email at SUPPORT@LVYCOM.COM. Regular China Unicom customer service at 10010 or local China Unicom retail stores will not be able to assist you! We are here for you! We ensure 100% customer satisfaction!



1. SIM Card Registration

If you purchased your SIM card directly from LvyCom on Amazon or other online channels, you MUST register it first! Otherwise, it won't work! And remember to insert the SIM card within 7 days after successfully registered!

Registration is simple! No technical background is required!

Go to https://www.lvycom.com/register.php and fill following information:

- Amazon Order Number: you can find it on your amazon order confirmation email, for example, "218-7654321-4567898"
- China Unicom Phone Number: It is 11 digits long, on the white sticker of the SIM card holder, starting with "132", "130", "155" or "156", for example, "13228185678".
- Name: name on your passport.
- Email Address: we will send email confirmation to this email address.
- Nationality: match with your passport.
- Contact Phone Number: we can reach you at this number if needed, NOT the Unicom number to be registered.
- Upload Passport/Visa/Resident Information (local ID like driver license is not accepted)
 - MUST provide a clear color picture/copy of your passport information page;
 - o For Chinese passport holder, please provide either foreign country visa or resident ID;
 - o For non-Chinese passport holder, please provide Chinese visa if available. If no Chinese visa, please provide a selfie picture holding the SIM card (display the number side).
- Starting from July 1, 2021, all SIM card users are required to sign a declaration document. Because this is a new regulation, this part of the content is not included in the SIM card package. You need to print and sign the **Declaration of Compliance Use of SIM Cards** and **Notice of Telecom and Internet fraud crime legal liability** documents in the Appendix, then take a picture/copy and upload it.





We will send you an email about your SIM card registration status. If you don't receive anything in 2 business days after submitting your information, please email us at support@lvycom.com and put your Unicom phone number on the subject line. You can also check the "registration status" on self-registration page at any time.

2. How to Use the SIM Card

2.1 Using the SIM card for the first time

You must follow the following steps:

- 1. Power off your phone
- 2. Insert your new SIM card (Please make sure data roaming function is turned off if you are outside China)
- 3. Power on your phone
- 4. Your phone should connect to a GSM/WCDMA/4G LTE/5G network, for example, China Unicom, AT&T.
- 5. If step 4 does not work, please manually select a local 4G/5G network. (Please refer to the preferred network in your country/region at the end of the manual.)

2.2 Receiving calls when in China

People in mainland China can dial your number directly to reach you, for example, 13281812345; People outside China need to dial +86 plus your number, for example, +86 13281812345.

2.3 Calling a China cell phone number when in China

You should dial the 11-digit China cell phone number directly; For example, call number 15680912345 directly.

2.4 Calling a China fixed line number when in China

You should dial 0 + area code + phone number. For example, Chengdu's area code is 28 (Please refer to Appendix for other major cities' area code.), to reach a Chengdu fixed line number 85332544, dial 028 85332544.



2.5 Calling an international number when in China

If you have purchased an international direct calling package (see Appendix), then dial "00" or "+" + country code + phone number to reach the corresponding destination. For example, USA is in zone A; to call USA number 617 346 1234, dial "001 617 346 1234" or "+1 617 346 1234".

International calls made WITHOUT this prefix or an international direct calling package will be billed at the rate of <u>0.8 CNY for each 6-</u> second interval.

2.6 Calling when outside China

- a. Call mainland China or other countries: "+" + "country code" + "phone number". For example, calling USA mobile 617 346 1234 in UK, you should dial + 1 617 346 1234.
- b. Call a local number: dial the phone number directly.

2.7 Caution

If you use a personal Wi-Fi or Mi-Fi device, please turn off cloud based back-up services like iCloud on all devices connecting to the personal Wi-Fi or Mi-Fi device.

Using this SIM card to surf the Internet or to make calls when you are outside China will significantly reduce airtime balance, or negative airtime balance will cause suspension of the SIM card.

Customer service can be reached via email at SUPPORT@LVYCOM.COM

2.8 China Emergency Call Number: 110

Please dial "110" in China when you are in emergency and you need local authority's help, like rubbery. This is equivalent to "911" in the United States or "112" in Europe.

2.9 Displays of 4G LTE or 5G sign

China Unicom has deployed both 4G LTE and 5G networks. Depend on your handset capability, your device will connect to either 4G or 5G network, with 4G or 5G sign display on your phone.



3. Service Package and Refill

This SIM card is a customized China Unicom SIM card. The service packages that are configured on the SIM card include:

- A. Nationwide data package: When you start first use of the SIM card, the data will be valid for 90 days.
- B. <u>International direct calling package</u>: There are 4 different international calling zones. Please refer to the appendix for more information.
- C. <u>Airtime</u>: Airtime will be deducted when data in the data package or international direct calling minutes are used up and you continue to use those services. You can also use airtime balance for local calls/texts, international texts or international calls when an international direct calling package is not available.

3.1 Refill of data or international direct calling service

- a. Refill of data or international direct calling service is only available at www.lvycom.com or www.mychinaunicom.com.

 Data package purchased at other China Unicom retail channels WILL NOT work with this SIM card and could even cause suspension the SIM card.
- b. Data or international direct calling minutes will be valid for 90 days from purchase date.

3.2 Airtime top-up

You can purchase airtime at www.mychinaunicom.com or any other channels. For real-time airtime top-up, please use www.mychinaunicom.com; airtime top-up is associated with data top-up on www.lvycom.com, because it's a manual process, it takes up to 48 hours to process.



4. Check Account Balance

You can check your balance when you are in or outside China. Just send text "101" to 10010 for airtime balance or visit www.10010.com. Texting to 10010 in China is free, but international roaming tariff applies when outside China.



Note: Currently only Chinese message is provided by China Unicom and sometimes it happens that you may not receive any response message from 10010 when you are outside China. But you can always send emails to SUPPORT@LVYCOM.COM to let us check it for you.



5. APN Setting

For most devices, this SIM card does not require any APN configuration to access Internet; it's a pure plug and play. But if you can make calls or send texts with the SIM, but just cannot access Internet, you can configure APN as follows.

1) For Android OS and iOS 9.0 earlier:

Entering Settings-> Mobile Network Settings-> Access Point Name-> Menu-> New APN, then you can input the following information:

Name: wonet (or 3gnet)

APN: wonet (or 3gnet)

username: blank (input the word "blank")

password: blank (input the word "blank")

MCC: 460

MNC: 01

APN type: default (input the word "default")

- 2) For iOS 9.0 or later
- a. Connect WIFI and input unlockit.co.nz in Safari. (You have to turn off Cellular.)
- b. Click on "Create APN" at the bottom of the page.
- c. Country: China; Carrier: Unicom (3gnet) . Then click "Create APN".
- d. When "Cellular Profile" page shows, please click "install" on the right of the page.
- e. Finally, please restart your phone.



6. Accessing Google, Facebook, Skype and other websites or APPs

Google search, Gmail, Facebook, YouTube services etc. are not very stable or blocked in mainland China. Customers who want to access those services in China should set up a VPN. Applications like Skype, iMessages, Bing, Hotmail, Yahoo, Nike Run, Expedia, etc. work in China.

7. FAQ

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

 Please visit www.mychinaunicom.com to refill data, airtime or purchase an international direct calling package.
- How do I get balance information? Can I check balance outside China?
 You can check your balance when you are in or outside China. Just send text "101" to 10010 for airtime balance or visit www.10010.com
- What is the SIM card's validation period? How can I extend it?
 Validation period is 90 days after activation. Validation period can be extended on www.mychinaunicom.com by purchasing "Keep your number" service. It is recommended to keep a minimum airtime balance of 30 to 50 CNY at all time; China Unicom charges 7 CNY every 4 months for number usage fee. Maintaining 30-50 CNY airtime balance can also help avoid low airtime balance caused by unintentional usage.
- Why do I need to provide my passport information?
 The Chinese government requires real ID information for all mobile users aiming to eliminate 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 turned on since day 1. Receiving texts is free of charge, international tariff applies when making calls, receiving calls, sending texts or surfing internet.



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

No, you do not need to. The SIM card will be canceled and terminated after 90 days regardless if there is any balance.

Appendix

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, 08869714, 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

Note: One international calling package can only be applied to the corresponding calling zone; if you have purchased any of these, just dial "00" or "+" + country code + phone number to use the corresponding minutes. For example, US is in zone A; to call US number 617 346 1234, dial "001 617 346 1234" or "+1 617 346 1234". Rate subject change without further notice.



International Calling Rate (without direct international calling package)

For countries not included in the table below, the calling rate is 6.88 CNY/Min or 0.8 CNY/6sec

Countries/Regions	Rate
Hong Kong, USA, Canada, Singapore, Malaysia, Thailand (except ACES 006681200,006681201) India, Australian fixed line number(except Cocos island 00619162, Christmas Island 00619164, 006113 and 006114, 00614)	0.49CNY/min
Taiwan(except 008861418, 00886986, 00886973, 008869712, 008869713, 008869714, 008869715, 008869001) Macau, South Korea	0.99CNY/min
Japan, Brunei, Columbia, Costa Rica, Bermuda, Sri Lanka, Pakistan, Vietnam	0.99CNY/min
England (except 00447, 00449 etc), France (except 0033638, 0033640, French Ant 003359 etc), Germany (except 00497 etc) Austria (except 00437, 00438 etc), Italy (except 003931, 003937, 003938, 003939 etc), Portugal, Denmark, Sweden, Greece, New Zealand, Australian 00614 (except Cocos island 00619162, Christmas Island 00619164, 006113, 006114), Philippines, Saudi Arabia, Turkey	1.69CNY/min
Syria, Egypt, Laos, Russia (except 007954), Ukraine, Zambia, Malawi, Tajikistan, Trinidad and Tobago, Israel, Paraguay, Mongolia, Kuwait, Uzbekistan, Bahamas, Venezuela, Rwanda, Guatemala, Indonesia, Panama, Jordan, Uganda, Bahrain,Bolivia, Hungary, Iran, Nigeria, Kyrgyzstan, Sultan, Tanzania, Georgia, Mozambique, Peru, Slovakia, Argentina, Moldova, Lithuania (except 00370910), Kazakhstan, Angola, Martinique, Finland, South Africa, Antigua and Barbuda, Bhutan, Uruguay, Armenia, Norway, Swaziland, Cayman Islands, Gibraltar, Lesotho, Salvador, Czech Republic, Qatar, Cape Verde, Chile, Jamaica, Ecuador, Lebanon, Eritrea, Luxembourg, Republic of Suriname, Barbados, Polynesia, Burma, Cyprus	1.99CNY/min
Switzerland, Spain, Belgium, Ghana, Turks and Caicos Islands, Belize ,Romania, Benin, Mauritania, Afghanistan, Belarus, Aruba, Reunion, UAE, Mali, Saint Lucia, Saint Vincent, Fiji, Haiti, Malta, Cameroon, Oman, Grenada, Albania, Croatia, Nicaragua, serbia, Honduras, Liberia, Netherlands Antilles, Burkina Faso, Christopher and Nevis, Libya, Yemen, Senegal, Niger, Azerbaijan, Macedonia, Palestine, Montserrat, Andorra, Slovenia, Brazil, Holland, Liechtenstein, Monaco, Chad, Congo, Congo (Kinshasa) (except 0024342,0024343,00243123,00243127), Poland, Gabon, Gambia, Montenegro	2.99CNY/min
Taiwan (008861418,00886986,00886973,008869712,008869713,008869714,008869715,008869001), Ethiopia, Morocco, Zimbabwe, GUADELOUPE IS, Bosnia and Herzegovina, Ivory Coast, French Guiana, Tunisia, Estonia, Central Africa, Ireland, Djibouti, Guinea, Western Samoa, Bulgaria, Comoros/Mayotte Island, saint pierre and miquelon, Sierra Leone, Guinea-Bissau, Madagascar, Iceland, Iraq, Guyana, Togo	4.99CNY/min

Note: Subject to change without further notice

Airtime Rate

SIM card airtime credit allows users to make voice calls, send texts & multi-media messages or surf the Internet when no more balance is left in their basic 4G data service package. Table below shows the rate of using airtime credit:



ТҮРЕ	RATE*(FACE VALUE)	NOTE	
Domestic voice call 0.20 CNY/min F		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	0.27 CNY/MB	Rate applies after initial basic 4G data service package is depleted	
International call	See international direct calling package 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: Subject to change without further notice

International Roaming Rate in Some Countries/Regions

Country/ Regions	Operator	Local calls (CNY/min)	Call Mainland China (CNY/min)	Call other regions (CNY/min)	Receiving calls (CNY/min)	Text Mainland 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	1.86	1.86	3.86	1.86	0.86	1.76	5 CNY/5MB
Australia	OPTUS	1.86	1.86	3.86	1.86	0.86	1.76	5 CNY/5MB
New Zealand	2Degrees, NZT	1.86	1.86	3.86	1.86	0.86	1.76	5 CNY/5MB
Brazil	Vivo	2.86	2.86	5.86	2.86	1.26	1.96	Not available
Denmark	Telia	1.86	2.86	3.86	1.86	0.86	1.76	5 CNY/5MB
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	Not available
Germany	T-Mobile	1.86	1.86	3.86	1.86	0.86	1.76	5 CNY/5MB
Di-	MTS	2.96	2.96	9.86	2.96	1.26	2.16	5 CNY/5MB
Russia	Rostelecom	2.96	2.96	9.86	2.96	1.26	2.16	Not available



France	Orange Bouygues	1.86	3.86	5.86	1.86	0.86	1.76	5 CNY/5MB
Finland	Elisa	2.26	11.86	11.86	2.26	1.26	2.16	Not available
Netherlands	KPN	0.96	2.86	3.86	0.96	0.56	1.46	5 CNY/5MB
Norway	Telenor	1.86	4.86	5.86	1.86	0.86	1.76	5 CNY/5MB
Sweden	Telenor	1.86	4.86	5.86	1.86	0.86	1.76	5 CNY/5MB
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	5 CNY/5MB
Greece	COSMOTE	0.96	2.86	3.86	0.96	0.56	1.46	5 CNY/5MB
Italy	TIM, WIND	1.86	2.86	5.86	1.86	0.86	1.76	5 CNY/5MB
UK	O2	1.86	3.86	5.86	1.86	0.86	1.76	5 CNY/5MB
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	5 CNY/5MB
Japan	DoCoMo, SoftBank	1.86	2.86	3.86	1.86	0.86	1.76	5 CNY/5MB
Thailand	AIS, DTAC	1.86	4.86	5.86	1.86	1.26	2.16	5 CNY/5MB
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	5 CNY/5MB
Indonesia	Indosat-M3, XL	1.86	3.86	3.86	2.86	0.66	1.56	5 CNY/5MB
muonesia	Indonesia XL	1.86	3.86	3.86	2.86	0.66	1.56	5 CNY/5MB
Hong Kong		0.39	0.39	4.39	0.39	0.1	0.8	5 CNY/5MB
Macau		2.86	3.86	5.86	2.86	0.66	1.56	5 CNY/5MB
Taiwan		0.96	0.96	3.86	0.96	0.36	1.26	5 CNY/5MB

Note: Subject to change without further notice

Area Code of Major Tourist Cities

City	Area Code
Beijing	10



Chengdu	28
Chongqing	23
Guangzhou	20
Guilin	773
Guiyang	851
Haikou	898
Hangzhou	571
Hohhot	471
Jinan	531
Kunming	871
Lanzhou	931
Lhasa	891
Lijiang	888
Luoyang	379
Nanjing	25
Qingdao	532
Shanghai	21
Shenzhen	755
Suzhou	512
Urumqi	991
Xi'an	29



Declaration of Compliance Use of SIM Cards

By Ministry of Industry and Information Technology

According to the "Criminal Law of the PRC", "The Cyber Security Law of the PRC", "The Anti-Terrorism Law of the PRC" and other relevant laws and regulations, the following is hereby notified of the compliance use of SIM cards:

Users are not allowed to rent, sell or use SIM cards for illegal and criminal activities. Illegal rental or sale of registered SIM cards will provide help to criminals in criminal activities such as telecom and Internet fraud, and may be suspected of assisting in crimes of Internet fraud and other illegal activities. SIM card owners who have been identified as having SIM cards used for illegal and criminal activities will be put on the blacklist and restricted from applying any telecom and Internet services.

The following behaviors may be required for in-person identity verification or online re-verification: (1) International roaming to high fraud areas, abnormal call pattern, etc.; (2) Without any usage for 3 consecutive months; (3) For users registered after January 1st 2021, the SIM card has not been used in a mobile device within 7 days since registration or the user has changed mobile device within 1 year after registration;

The mobile service will be suspend pass the required identity re-verification used for illegal and criminal activities; (4)	; (2) The SIM card is rented or solo	d to others; (3) The SIM card is
User's Name SIM Ca above information and understand I'm le I'll be legally using the SIM card and contains a second	, ,	ne SIM card, I promise that
Signature:	Date:	



Notice of Telecom and Internet fraud crime legal liability

By Ministry of Industry and Information Technology

In order to effectively prevent telecom and Internet resources such as mobile SIM cards, Internet of Things cards, fixed telephones, wired broadband and other telecommunications network resources registered by individuals, company or enterprise from being used to commit telecom and Internet fraud crimes, in accordance with the "Criminal Law of the People's Republic of China" and "Network Security Law of the People's Republic of China" "The Anti-Terrorism Law of the People's Republic of China", "the Telecommunications Regulations of the People's Republic of China" and other relevant laws and regulations, and the Ministry of Public Security, the Ministry of Industry and Information Technology and other five ministries and departments' "Regulations on Severely Cracking Down, Punishing, and Controlling the Illegal and Criminal Activities of the Illegal Buying and Selling of SIM Cards and Bank Cards" According to the requirements of "Notice" and other documents, the legal liability reminder is now notified as follows:

Users who use SIM cards, Internet of Things cards, fixed telephones, wired broadband and other telecommunication network resources to engage in or help commit telecom or Internet fraud crimes, relevant departments will be investigated for legal responsibility in accordance with the law.

Knowing that others commit telecom and Internet fraud crimes, and still provide oneself (own company) SIM card, Internet of Things card, fixed telephone, wired broadband and other telecommunications network resources for others to use by selling, renting, lending, transferring, etc., in accordance with the "People's Republic of China" The Criminal Law Amendment (9) "Opinions on Several Issues Concerning the Application of Law in the Handling of Criminal Cases such as Telecom and Internet Fraud" (Fafa [2016] No. 32), Article 4, paragraph 3, shall be jointly committed by public security organs with telecommunications network fraud Be held criminally responsible.

When applying for mobile phone, fixed phone, wired broadband services, etc., user must register the service under his/her real identity with valid government issued ID. It is an illegal act to fraudulently use other people's identity documents, or use forged or altered identity documents or company business certificates to apply mobile phone, fixed phone or broadband services.

If the SIM card, Internet of Things card, fixed telephone, wired broadband and other criminal cases involving telecom and Internet fraud under the name of an individual or a company, or there is certain risk of fraud, the telecom service provider can ask individual users to conduct in-person identify verification in accordance with the relevant provisions of the network access agreement. In serious cases, users will be placed on the blacklist.

Customer is required to hand writing the following: "I have carefully read above information and understand the legal liability of telecom and Internet fraud crimes involved in illegal use of telecom, mobile and Internet resources, and I promise to use them in compliance with the law." (Hand writing above the line below)

(Hana Willing above the line	5 50.011)	
Fingerprint he	ere, you can use ink or lipstick for fingerprint	
(Begin)		
		(End)





NOTE: Once this notice is signed, it is deemed to have known and understood the content of this notice, and promise not to participate in the illegal crime of telecommunications network fraud. (Please place your fingerprint at the beginning and end of your hand writing scripts)

Signature:	
Phone Number:	
Date:	