

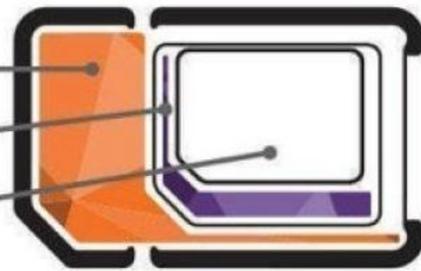


Dual Global Mobile - Triple Punch SIM Card

Mini SIM

Micro SIM

Nano SIM



3 in 1 SIM

****For any GSM Smart Phone, iPad, Tablet & M2M Devices****

OPERATIONAL MANUAL

For the DUAL GLOBAL MOBILE SIM

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 resolve any SIM issues you may face and let us know if you are still unable to use your

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/Mexico, but if not then still keep in Global Profile, If you are currently located in the United Kingdom or Italy, change your SIM Profile to Prime. If you are in any other country with the SIM excepting USA, Canada, Mexico, UK or Italy, change your SIM Profile to Global. If you set your SIM on Automatic Profile, your SIM will automatically sets itself to the relevant Profile of that country.

The following is a list of Profiles or extended Profiles of the Dual Global Mobile SIM:

***Automatic Profile:** This automatically sets or adjusts your SIM to the profile designated for that country/region.

***Global Profile:** When you are with the SIM in any country of the world apart from USA, Canada, Mexico, UK or Italy.

***Global+ Profile:** This is a new Profile that covers every country under planet earth. This is our Future Profile and we would soon have it come upstream when we have all the technical features completed for our customers globally! With the Global+ Profile, our customers could browse the internet on the go globally at a very cheaper rate

*** Prime Profile:** When you are in the United Kingdom or Italy.

*** USA Profile:** When you are in the USA, Canada or Mexico.

*** Data Direct IMSI Profile:** Would soon be added to the Global SIM which would be specifically for cheap Global Data Roaming which would enable you to internet access on your SIM at a very high speed and at very cheap rates in **more than 230+ countries worldwide**

2) You may need to manually select and roam on a particular network in a country if that network call rates are cheap and/or if you are experiencing a network problem of not be able to place and receive calls on a particular network. You can lookup calling rates through the Rates Calculator when roaming on the various networks in each particular country or the countries you will be traveling to in your SIM Control Panel or at our website at mobile.dualglobalmobile.us or mobile.dualglobalmobile.co.uk

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 inserted in it:

- i) Carefully remove the SIM from the phone and insert it again. Ensure that the SIM is inserted correctly on the SIM compartment.
- ii) Turn on your phone again and allow it to boot. As long as the phone is an unlocked GSM phone, it will detect a GSM network in that country/area. Normally your phone will detect a network and roam on it.

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

type – some phone may not show you the profiles) the four profiles: Automatic, Global, USA & Prime. If it does pick up a network you will see on our phone screen depending on the saved profile in the country you are roaming on: “Dual Global + Name of Roaming Local Network”, for example: “Dual Global T-Mobile USA”, “Dual Global Orange UK”, “Dual Global MTN”, etc.

ii) If it does not pick up a network, then go to your phone ‘Menu’, scroll down to check and/or click on ‘Settings’, further scroll down to check and/or click on the ‘Operator Selection’ or ‘Operator Network Selection’. 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 select a known network listed in our website or if you do not know any, try selecting one after the other searching 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 [#] 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 Original Equipment Manufacturer [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 displays some networks, click on the preferred network and save it. If you are in USA, it is possible your phone may show T-Mobile, Cingular, AT&T and other known networks. 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 the network change continues 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 selects and picks up the strongest GSM network signal in a particular city/region/country where you are roaming in.

Because of this versatility feature known as the NetworkPlus [+], 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 selects a stronger network than the previous in that area which means that with the Dual Global Mobile SIM, you will have a better service from the local networks 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 looks for and selects 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.

SMS Service - 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. But that of the two differing systems [GSM versus CDMA].

USSD (Unstructured Supplementary Service Data) MESSAGING

Note that there may be some “old” networks in the USA that may 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, in such scenarios 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 [#] key and press send or enter) using your unlocked GSM phone with the Dual Global Mobile SIM inserted in 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

There are various shortcodes that allow you to see how your Dual Global Mobile SIM works, how to configure call forwarding, call divert, voicemail, etc. and also for other functions such as balance check, retrieving your UK and/or US number, etc. You can get a list of these shortcodes by dialing *171# and you will receive an sms shortly displaying the various short codes. Remember that all of the short codes require you to dial the star symbol [*] in front of the shortcode and a [#] symbol after it. For your convenience, see the short codes below:

*102# - Divert on

*103# - Divert off

*121# - Voicemail

*122# - Voicemail on

- *123# - Voicemail off
- *125# - Voicemail state
- *133# - My number [UK and US number]
- *154# - Support
- *187# - Balance check
- *160# - USA on [US number]

If you set your SIM Operator Network selection to be “Manual” which may roams only on a particular network, incoming and outgoing SMS including sms for retrieving short codes, call duration, amount spent and balance credit for each call made and sms sent may sometimes delay. In situations as such, you may need to change your Operator Network Selection back to “Automatic”, which would have your SIM eventually receives all pending sms within the last 12-24 hours or so. For help, send us an email: support@dualglobalmobile.us or support@dualglobalmobile.co.uk

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/hash key)

CUSTOMER SIM NUMBERS/s

44787XXXXXXX - 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 **44787XXXXXXX**

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 if the digit inside the box preceding ‘seconds’ is 0.. 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 or even 120 seconds or more so that when a call is coming to your Dual Global Mobile SIM, the call will only terminate unsuccessfully after 45, 60 or 120 seconds after ringing if you do not pick up the call and you already checked the ‘Reject the call’ box. If you check the ‘Send to voicemail’ box, the call will ring on your phone within a 45, 60 or 120

seconds or more depending on the time you indicate in the box and if the call is not answered, the call will terminate and the caller will be prompted to drop a voice message which would be stored in your voicemail box for you to retrieve at anytime using your phone for a fee or you can also retrieve and read your voicemail via the email address free of charge you have on file in your SIM Control Panel. Please, check and/or select the option you may want.

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

- 1) Log onto: mobile.dualglobalmobile.us and click on 'Full Website'
- 2) Click "SIM Account Log In"
- 3) Next, Click on "My Dual Global Mobile SIM Account Portal" - which will open up a new window for you to type in your Dual Global Mobile UK number as your username and the default four digit PIN as your password. The default four digit PIN is on the Card that came with your SIM. You should use your current password if you have already changed your default password to a new or current password in your SIM Control Panel.
- 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 seconds or even 120 seconds or more; rejection or to voice mail if a call comes in and you can also change your password and click the "save setting" button. You must always click on the 'save setting' button for each change you effected in your SIM Control Panel and ensure that you see the 'savings successfully made' on the screen before moving to the next feature or before logging off your account.
- 6) You must type in your email address (which we will use to contact you and send you any updates including If you do not register your email in your SIM Control Panel we would not have any means to reach you regularly.
- 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.

MAKING A CALL

All calls are dialed as normal. Dial the number and press the call button. Make sure to use the international dialing format by putting a "+" and the country code before the number – and remove the leading "0" – e.g. +441234567890 or +11234567890. You must type any number you want to dial using your Dual Global Mobile SIM in the international format no matter the country you are in with the SIM.

SIM Initiated Call

There are two types of SIM Initiated Call & features –

i) Call-back: In some countries the SIM will automatically determine that it is cheaper to make a call-back rather than a a call-through call. In these countries you will not hear the destination number ringing at first after you dial the number, instead your Dual Global Mobile UK or US number [depending on the one you program as the Outgoing Caller ID] will ring on your phone after few seconds. When you answer your own Dual Global Mobile number ringing, you will then be connected to the destination number and you will hear the destination number ringing.

i) Call-through: After dialing the destination number In some countries the call goes straight through and you will hear the destination number rining. The Dual Global Mobile SIM utilizes this feature if the calling rates are low in these countries. You do not have control on whether the SIM should utilizes a callback or callthrough feature. The SIM automatically utilizes any of the features for reducing calling rates for you.

Web Initiated Call

The Web Initiated Call is done through your SIM CONTROL PANEL. You will have to log into your SIM CONTROL PANEL to initiate a call through the Web and answer the call when your Dual Global Mobile UK or US number or even any other phone number you wish to use rings on your on the handset for you to answer the call in order to be connected to your destination number

Please Note:

1. Making a Call:

a) After typing a destination phone number [e.g. +447871234567] or [+12021234578] and pressing the call button, depending on your phone, you will see the same number you just dialed still on our phone screen as if nothing happens. As long as you press the call button, please do nothing and you within few seconds, the number you just dialed goes off your phone screen and your phone will ring with either your Dual Global Mobile UK or US number [depending on the one you programmed as your outgoing Caller ID], answer the call to be connected to the destination number you are calling. You will hear an automated recorded voice telling you to wait while you are been connected to the destination number.

If you already have US and Canada phone numbers or phone numbers from other countries or even phone numbers from your country saved on your SIM or Phone starting with the “+” sign and the country code, just go ahead and dial the number. However, after dialing the number, it may seem nothing happens, but do nothing while you wait for few seconds as long as you are sure you press the call button, you will receive a call back, answer the call and you will be connected to the destination number dialed.

b) For some phones, your screen may go blank within few seconds after you dial the destination number and then your phone will ring with either your Dual Global Mobile UK or US number [depending on the one you programmed as your outgoing Caller ID], answer the call to be connected to the destination number you are calling.

c) Do not redial or press the call button twice while waiting to receive a callback, because if you do, you will receive a double callback for you to answer or may be while answering the first call you initiated that is trying to connect to your destination number, the second initiated call will also ring on your phone and you may need to cancel it instead of answering it.

d) Other phones, if you dial the full destination phone number with the country code with the “+” sign in front of the entire phone number and if you do not receive any callback to answer the call to be connected to your destination number and after waited for more than sixty or ninety seconds, you may need to terminate the call by pressing the cancel button and then initiate a fresh call by replacing the “+” sign with the asterisk sign “*” follow by the area/city code and then the telephone number and type the sign “#” at the end of the telephone number and press the call button. That is, [*Country code + Area code + Telephone Number#]. Once this is done, you will see on your phone screen a message: “Requesting... Info”; wait and you will receive a call back, answer the call to be connected to the destination number you are calling.

e) Still yet, for some other phones, after you dial the destination number using the “+” or “*” sign method, you may see on your phone screen: **“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 automated recorded voice with the message: “Please, wait while I connect your call”. Be sure to place the phone by your ear or if using any earpiece or Bluetooth enabled headset while waiting to be connected to the party you are calling. Once 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 or US number.

f) You can dial again if after waiting for up to or more than 90 seconds, your phone did not ring for you to answer the call to be connected to your destination number. But you will have to follow the call initiative process or dial as described above in this User Guide. You may also dial or press the call button more than twice or even more if you do not receive a call back on your phone for up to 90 seconds or more in order to receive a call back [if your phone is utilizing the call-back feature] for you to answer so as to be connected to the party you are calling.

If you dial a destination number for more than five times and if after waiting for more than 90 seconds and upward, there is no call-back, then you would need to go to the 'Phone Settings' in your phone menu and change the "Operator Selection" to be either manual or automatic [depending on the current status of the operation] and select another roaming network on your phone and save on this network; then go back and try dialing your destination number again. It may give a call-back!

g) The call-back and call-through features are automatically programmed as applicable to each country. Where outgoing call rates are high in a particular country, the Dual Global Mobile utilizes the callback features as explained above to cut down the calling rate as you place a call and talk.

h) If the Dual Global Mobile is utilizing the call-through feature it means that the calling rates for that particular country are low and you may not receive a callback on your phone with your Dual Global Mobile UK or US number depending on the number programmed as outgoing Caller ID in your SIM Control Panel, but will go straight to call the destination number for the destination person to pick up the call. The Dual Global Mobile automatically selects and utilizes the callback and call through features in each country to cut down calling rates to a minimal for you.

2. Redialing a Number:

i) **If your SIM utilizes call-back feature:** If you wish to redial a particular number you just dialed or dialed previously, do not go back to your call log to press the call button to redial because if you do, you will be dialing your Dual Global Mobile UK or US number showing on your phone call log; if you do, you may still receive a call back with an interactive voice telling you if you have a voicemail or not and would ask you to type your voicemail PIN to retrieve voice messages if you already set this feature in your SIM Control Panel to retrieve voice messages via your phone in addition to email delivery and retrieval of your voice messages.

b) Note that you will be charged for listening to an automated voice response instructions as it equals to you placing a call and the call is picked up by the destination person.

c) If you redial your Dual Global Mobile UK or US number in the call log section of your phone, you will be using your Dual Global Mobile UK or US number to call the same Dual Global Mobile UK or US number, whereas calling your Dual Global Mobile UK or US number is to enable you retrieve voice messages dropped by callers to your Dual Global Mobile when your phone was switched off or when you did not pick up your call if you enabled and programmed the voicemail feature in your SIM.

d) To redial a number, you will have to go back to your SIM/Phone contacts and select the number you want to dial and follow the procedure in making or placing a call. We are sorry for this redialing inconvenience, but this is a Global Roaming SIM and the call initiative and/or redial procedure may somehow be different from your local SIM network.

ii) **If your SIM utilizes call-through feature:** If your SIM utilizes the call-through feature to place a call, you will not receive any callback and calls recorded in your call log will be the exact destination numbers you call; so in this regard, you can go ahead, select the just called or previously called phone number and redial [press the call button] and you will be connected directly to the destination person you are calling.

2. Redialing a Number:

i) **If your SIM utilizes callback feature:** If you wish to redial a particular number you just dialed or dialed previously, do not go back to your call log to press the call button to redial because if you do, you will be dialing your Dual Global Mobile UK or US number showing on your phone call log; if you do, you may still receive a call back with an interactive voice telling you if you have a voicemail or not and would ask you to type your voicemail PIN to retrieve voice messages if you already set this feature in your SIM Control Panel to retrieve voice messages via your phone in addition to email delivery and retrieval of your voice messages.

b) Note that you will be charged for listening to an automated voice response instructions as it equals to you placing a call and the call is picked up by the destination person.

c) If you redial your Dual Global Mobile UK or US number in the call log section of your phone, you will be using your Dual Global Mobile UK or US number to call the same Dual Global Mobile UK or US number, whereas calling your Dual Global Mobile UK or US number is to enable you retrieve voice messages dropped by callers to your Dual Global Mobile when your phone was switched off or when you did not pick up your call if you enabled and programmed the voicemail feature in your SIM.

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ii) **If your SIM utilizes callthrough feature:** If your SIM utilizes the callthrough feature to place a call, you will not receive any callback and calls recorded in your call log will be the exact destination numbers you call; so in this regard, you can go ahead, select the just called or previously called phone number and redial [press the call button] and you will be connected directly to the destination person you are calling.

RECEIVING A CALL

You can receive a call on your Dual Global Mobile UK or US number at any time and in anywhere you are in the world as long as your phone is switched on. However, anyone dialing your Dual Global Mobile UK or US must dial it including the country code. But those dialing with a UK number while dialing your Dual Global Mobile +44 UK number should only dial the phone number ignoring the +44 UK country code. They should dial as normal local dialing. Likewise those dialing your Dual Global Mobile US number should only dial the number ignoring the +1 US country code. But you must include the country code when dialing a UK or US or any other country telephone number with your Dual Global Mobile SIM.

There are Local Telephone Numbers [DID] in 7500+ cities including the USA, UK, Canada and other countries numbering 50+ worldwide that you could subscribe for on a monthly basis with your preference for a particular state/area/city telephone code and this could be mapped into your Dual Global Mobile SIM, your local Network SIM and also any VoIP phones for you to receive calls. Please, let us know if you are interested or visit our website at mobile.dualglobalmobile.us or mobile.dualglobalmobile.co.uk.

Please Note:

1. Receiving a Call:

If you are roaming in a country with the Dual Global Mobile SIM, incoming calls from local networks from and within that country may only show the area code and telephone number without the country code. It is just as if you are using your Dual Global Mobile as local phone as well.

Call Duration

You may see each recent call duration on the call log by selecting "Option" and clicking on "Call duration". However, to see call duration for all calls initiated within a specific period, you will need to go to your SIM Control Panel and under "Call History" section you will see duration for each calls initiated. If you want to

check for past months, use the dynamic calendar to select the period to see all calls placed and duration for each.

DUAL GLOBAL MOBILE - WEB INITIATED CALL

To use to internet to initiate a call on your SIM Control Panel in some countries reduce your call rate drastically up to 98% as compared to SIM Initiated call.

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

DUAL GLOBAL MOBILE - WEB INITIATED CALL

Use the internet to initiate a call on your SIM Control Panel in some countries to reduce your call rates drastically up to 90% as compared to SIM Initiated call.

To place a call using the Web Initiated call with your Dual Global Mobile online account, simply login to 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 your phone using your existing Dual Global Mobile account anywhere you are in the world by initiating a call online on a computer or mobile phone or any electronic 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 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 answer the call when you receive a call back in order to be connected to the party you are calling for you to talk or you start talking directly with the person you are calling if it is a call through. 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: 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 instead of using this SIM directly, this time online on your Dual Global Mobile account and then you will receive a callback shortly and directly on your Dual Global Mobile SIM it if is inserted in an unlocked GSM phone or you will receive a callback on any other valid phone you have with you for you to answer the call and be connected to the party you are calling.

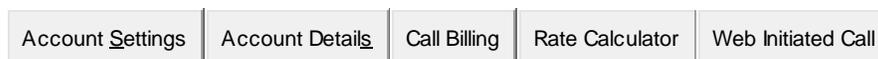
You talk with the party you called on your physical phone though the call is initiated on the web. This is what Web Initiated call means.

It is another method of initiating a call instead of initiating directly on your SIM. Not all countries have reduced outgoing call rates using the Web Initiated call. You may need to lookup the Web Initiated call rates for the country you will be traveling to or currently in before determining if it is cheaper than initiating a call directly on the SIM.

Log onto: mobile.dualglobalmobile.us or mobile.dualglobalmobile.co.uk and then click 'Full Websites' and thereafter click on "**Rates Calculate**". Once the page opens, you will see the rates display or follow the instructions to further get on the Rates Calculator link, select the country and rate type: 'Sim Call', 'Data' or 'Web Call'. In this case, you would have to select or check the 'Web' Call button as to have the origin and destination countries' links open and then select the origin country you are physically located and the destination country; wait for the web call calculator feature to be opened fully and select your choice/s to calculate from call origin to call destination in as many countries you wish with the various networks and phone type: landline or mobile to see the various web call rates.

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 logged 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 [Origination and Destination] 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 destination 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 disconnected, the call may stop and you will have to initiate another call online to be connected again. However, with the Web Initiated call, even with an average internet speed, the call will still connect for you to talk clearly. However a very fast internet speed will be fine with the Web Initiated call, but an average speed will do as well.

KEY – If you are in the USA, it may be advisable in order to save cost 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 if 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.

Whatever 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 and answer the callback call on that US landline or mobile phone to be connected to the party you are calling.

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 in some countries you are located in.

Your Dual Global Mobile has one account and any call you make whether directly from the SIM or Web, cost will be deducted 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: mobile.dualglobalmobile.us or mobile.dualglobalmobile.co.uk and click on 'Full Website' and thereafter click on 'Order Your Free SIM' located on the top right on the homepage, follow the instructions and order your SIM. To purchase airtime for your SIM account, click on "Buy Airtime" located on the top right on the homepage, follow the instructions to buy airtime.

TO RELOAD AIRTIME, FOLLOW THE STEPS BELOW:



(All Major Credit/Debit Cards accepted)



we accept Digital Currencies such as Bitcoin, Litecoin, etc.

To reload airtime, you have three options of doing so; any of the following methods:

i) Click on "SIM Account Log In" on our website homepage, log in your SIM Control Panel using your username and password and then click on "Airtime Top-up" or 'Buy Airtime' button at the top right and then select and/or click on the option for the airtime you want, follow the instruction and complete the payment for airtime reload.

ii) Click on "Customer Log In" on our website homepage, enter your Dual Global Mobile site username and password then click on "Airtime Top-up" or 'Buy Airtime' button, select and/or click on the option for the airtime you want, follow the instruction and complete the payment for airtime reload.

iii) Bank Wire Transfer - Although, in rare cases, we accept bank wire transfer from Customers who want to top up airtime via bank wire transfer and may not want to use credit/debit card 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 below)] requesting for an invoice for bank wire transfer to: support@dualglobalmobile.us

Buying Airtime: You can buy airtime of amounts of \$5, \$10, \$20, \$30, \$50, \$80, \$100, \$200 & above if you want. Currency of purchase is in US Dollar or in your local currency, if this option is available in your country or yet to be available. To confirm whether the method of buying airtime locally for your Dual Global Mobile SIM in your country local currency, please contact: support@dualglobalmobile.us or visit our website: mobile.dualglobalmobile.us or mobile.dualglobalmobile.co.uk

TO SEE YOUR CALL HISTORY

To see your call history in our SIM Control Panel, 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 "**Rates Calculator**" on the right on our homepage. Please, read the instructions on how to use the: "**ONLINE RATES 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 display instead.

TO CHANGE TO AUTOMATIC, GLOBAL, GLOBAL+, USA OR PROME PROFILE ON YOUR ANDRIOD PHONE

To change to any of the Profiles on your Android phone.

- 1) Insert the SIM to your handset and switch on 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 off all Radios and then switching on 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 as "globaldata". 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 3G or 4G option on your mobile if 3G or 4G 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 Automatic, 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 voice rate because the data profile is also 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 with a kilobyte billing increment, 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" in the "Rates Calculator" page to see Data Rates for the various countries when roaming.

FREE INCOMING CALLS in 120+ COUNTRIES

Free Incoming Call countries worldwide include USA, Canada, Mexico, United Kingdom, Ireland, Brazil, Venezuela, Costa Rica, US Virgin Islands, Cayman Islands, St. Lucia, St Kitts and Nevis, St. Vincent, Trinidad & Tobago, Australia, New Zealand, Germany, Ireland, France, Italy, Spain, Austria, Hungary, Switzerland, Belgium, Russia, Ukraine, Nigeria, South Africa, Egypt, Kenya, Ghana, Niger, Sudan, United Arab Emirates, Saudi Arabia, Israel, Palestine, Lebanon, Oman, Kuwait, Bahrain, Turkey, Cyprus, Jordan, Malaysia, Indonesia, Hong Kong, China, Japan, Thailand, Vietnam, Afghanistan, Kazakhstan, and many more. Visit our website to see complete list of Free Incoming Calls countries.

Note:

- 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 located with the SIM. However, whenever your Dual Global Mobile UK number is called it will be free if you are in one of those countries we have free incoming call. If your Dual Global Mobile US number is called, it will cost you between 7 cents (US) and 18 cents (US) 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 [7 cents or 15 cents or 18 cents + cost of receiving call on your Dual Global Mobile UK number] in a country that does not have free incoming call. The different cents indicated depend on whether it is Peak, Off Peak or Super Peak (Weekends) periods you receive the 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. You can also forward your Dual Global Mobile UK number it to a Voice over Internet Protocol (VoIP) phone and answer it free of charged. 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 regular US land line or mobile line and if your Dual Global Mobile US or UK number is called, you can pick it from the land line or mobile line and you are not billed for such.

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

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

* Free Incoming Calls in 120+ countries – compare this to AT&T, T-Mobile, Vodafone, Cingular, Verizon, MTN, 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 for incoming and outgoing calls when roaming overseas is from \$0.75 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 220+ countries – calling from one to country to other and receiving calls likewise.

* Most local networks [CDMA] in most some countries are under contract, monthly fee which you are obliged to pay 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 are not under any obligation to inform us if you want to travel. You can travel even without any airtime credit in your SIM account or you just need to top up some airtime credit in your SIM account so you can place and/or receive calls.

* The Dual Global Mobile SIM airtime credit does not expire as long as your SIM is valid.

* 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 220+ countries, which is, virtually most countries of the world.

* There are many advantages with the Dual Global Mobile SIM than local networks when roaming overseas. See our websites mobile.dualglobalmobile.us or mobile.dualglobalmobile.co.uk for more information.

FULL LIST OF COVERAGE (220+ COUNTRIES – CALL AND RECEIVE)

See the full list of Dual Global Mobile Coverage in 220+ countries; please use our “RATES CALCULATOR” on our Website: <http://www.dualglobalmobile.us>

DUAL GLOBAL MOBILE UK and US NUMBERS ARE REAL IMSI AND NOT 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. It is not a monthly rental number.

NEW: We have configured our system where you can decide on the outgoing Caller 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 Caller 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):

We 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

ET&T USA - Dual Global Mobile

E: support@dualglobalmobile.us

E: support@dualglobalmobile.co.uk

W: <http://www.dualglobalmobile.us>