

Frequently Asked Questions

Firstly, some general mobile related stuff:

What is GSM?

GSM (Global System for Mobile Communications) is a cellular standard of service used across the planet. Most of the world's cellular service is GSM making it relatively easy to travel from country to country with your own mobile phone and number.

The service used predominantly in the United States is called CDMA (used by Verizon). GSM is quickly catching up in the US thanks to T-Mobile and Cingular/AT&T, although it is expensive to make or receive while travelling overseas.

What is a SIM card?

The SIM (Subscriber Identity Module) card also known as a "smart chip" is basically the "brain" of the phone, providing cellular service as well as many other functions including call history, voice mail and text. SIM cards are the size of a credit card but they have a pop-out chip about the size of a postage stamp which fits into all modern GSM phones.

The SIM is embedded with circuitry and when inserted into a GSM phone provides wireless phone service on a particular GSM network.

What is a locked phone?

A locked phone is one that has been altered in order to use only one particular cellular provider (for example: T-Mobile, O2, Vodafone or Cingular etc). An unlocked phone is one where any restriction has been removed and can therefore you can fit any SIM card. Many handsets are not locked at all. Some handsets however are "locked" by the supplying network to operate with their specific network SIM card.

The easiest way to find out if your handset is locked is to borrow a different network SIM card from a friend and fit it to your handset. If you see any of the following messages your handset is probably locked:

- SIM Card Not Accepted
- Enter Restriction Code
- Enter Special Code
- Enter Subsidy Code
- Enter Subsidy Password

If you need your handset unlocking, you have 3 options:

1. Visit GO-SIM's unlocking partner site (gosim.com) to unlock your handset on-line (there is a charge for this service).
2. Visit you local retailer or service centre to unlock your handset. Prices will vary so we advise you to call in advance and ensure they can unlock your particular model.
3. Contact your usual network provider. They can usually provide this service but it tends to be more expensive than the options above and may involve sending your phone away.

Remember, once your handset is unlocked you are **free to use a GSM SIM card** as many times as you like - so you can continue to make **massive savings** on your calls in the future! It is **not illegal!**

What are PIN and PUK numbers?

Some prepaid SIM cards have a security mechanism in place that requires the user to enter in a PIN (Personal Identification Number) code every time the phone is turned on.

When a PIN code has been assigned it is important not to forget this code. If you enter the PIN code incorrectly into the phone 3 times in a row then your phone will display a 'Blocked' message. When this occurs you will then be required to unblock your phone using the PUK (Personal Unblocking Key). If you enter the PUK incorrectly 10 times in a row you will block your SIM card indefinitely and you will have to purchase a new one. All phones have a different set of procedures to enable PIN locks so you may have to consult your phone manual for full details.

How do I install a SIM card?

Turn the phone over and remove the battery cover and battery. Remove the existing SIM Card and replace it with the GO-SIM, making sure to use the locking mechanism of your phone to hold it in place. Store your usual SIM card safely so that it can be re-fitted at a later date.

Now, FAQ's relating to the Global or International SIM card

What is a Global SIM card?

Global SIM cards allow a user to make and receive calls in multiple countries without paying expensive roaming charges - usually saving up to 85% compared with using your usual service while traveling. The VisitBritain International SIM card (powered by GO-SIM) works in 175 countries using over 400 local Network Operators making it a robust solution for multi-country travel. The call charges are straightforward and published on www.gosim.com/visitbritain so that you always know how much a call will cost you. Because this is an international service, base call rates and initial credit is in USD (\$) and may be converted to other currencies on this website.

The service is prepaid - so you add call credit in advance with no hidden charges – no monthly or annual fees and no call set-up or access charges. You are automatically notified when your credit is low so that you can top-up securely again. And best of all, unused call credit never expires - so you can use the service year after year!

Is it like a calling card?

Not at all. Calling cards are used to make outgoing calls via public phones or landlines so you can be billed. Of course, nobody can call YOU if you have a calling card.

What number comes with VisitBritain International SIM card?

The Global SIM is an international mobile service based out of Estonia and therefore the SIM mobile number has a +372 prefix. The cost to call the Global SIM will depend on how much your network provider or fixed line carrier charges to call an Estonian mobile.

How good is the signal/coverage?

The Global SIM service operates in 175 countries around the world on over 400 networks. This means that in many countries you can actually make and receive calls on more than one network. The Global SIM will normally automatically select the strongest signal but it may be possible to manually select another network if required.

The available network list will be displayed in your handset if you select 'manually search networks' (or something similar) via your handset menu. Whichever of the available networks you choose, the call rates will always be the same.

What do you get for £29?

You get £25 worth of airtime and a global SIM card which works in 175 countries with free roaming in 75 countries.

How do I know it is cheaper than my usual number abroad?

Typically the global SIM is 50% cheaper than using a regular European network SIM in Europe. Outside of Europe it can be up to 85% cheaper.

What are the call charges?

Simply click on the Rate Calculator on www.gosim.com/visitbritain to see the most up to date cost of calls in all countries covered by the service. When you get your Global SIM card there will also be a table of call rates included with the user guide - however, although rates don't change often, always check the website for the most up to date information.

How can I transfer my phone contacts?

We recommend that you always keep a copy of your phone contacts. There are many low cost applications available which can be installed on a PC which allow this to be done. When you save a contact on your usual phone, it can be stored to either the handset memory or to the SIM memory so we suggest that you make sure all important that both memories are backed up.

How many numbers does the SIM card hold?

The Global SIM card can hold up to 250 phone numbers and 20 SMS messages. It is a Java Card 2.1.1 and has a 64K EEPROM.

How do I activate my SIM card and how long will it last?

The Global SIM card is pre-activated - so no need to do anything, simply fit into your compatible GSM handset and start using the service. Unlike many other similar providers, unused call credit on your GO-SIM Global SIM card never expires so you can use the service year after year

Can I call or text anyone?

YES. You can call and text anywhere in the world - there are no hidden charges; our rates are the same for calls to fixed or mobile numbers. Text messages can be sent in two ways - either via the keypad as you would normally or via the GO-SIM menu. If you use the GO-SIM menu the cost of each text message is greatly reduced.

Does it support data?

Yes, the GO-SIM Global SIM card is GPRS compatible and in some countries 3G is also supported. Coverage currently extends to over 80 countries with multiple networks being available to connect to in some providing a great solution to data on the move.

Users will need to configure their handsets to take advantage of the service by installing settings provided by GO-SIM either manually or sent over the air (OTA). You can send the data settings OTA for your specific handset by logging into your SIM card account in MyGO-SIM. If your handset isn't covered by the OTA service, you may still be able to configure it manually using the following information:

- APN: send.ee
- User name: (your full Global SIM mobile number)
- Password: (leave blank)

Data rates are per 100KB and are shown by clicking on the rate calculator on gosim.com. You require a minimum airtime balance of \$9.00 to use data services on the Global SIM card.

How do I make a call?

The VisitBritain International SIM card uses a clever process called 'call back'. It is a little different to how you would usually make a call on your mobile phone, but is really easy to use.

Effectively, after dialling the number you want to call, our system calls you back within seconds and your handset will ring - answer it as usual and that is it, you are connected.

Every time you make a call:

1. Dial the number using the full international code (even if you are in that country).
For example, to dial the UK GO-SIM number 0845 6583410 from anywhere in the world you will need to dial 00 44 845 6583410
2. Your handset will display a Calling... message
3. Within a few seconds your handset will ring
4. Answer the call as usual and you are connected

I get the message 'call barred' or 'restricted number' - what does this mean?

If you see the message 'Call barred', 'Restricted number' or 'Check operator services' it is because some handsets have software that means the way you can make a call requires a different dialling procedure. This is called GO-SIM Menu Calling. To make calls using this method, first locate the GO-SIM Menu option in your phone:

- Nokia: the last item on the Main menu
- Sony Ericsson: in the Connectivity menu
- Motorola: in the Office Tools menu
- Samsung: in the Applications menu
- Siemens: in the Main or Extras menu
- If your phone uses icons, look for the GO-SIM icon.

How do people call me?

To call the Global SIM you must always dial the full international mobile number (including prefix) - for example, dial 00 372 followed by the number 00 372 53112345.

For your ease, we have made available gateway numbers (or Toll free numbers for our US customers) which make the cost of calling the Global SIM much cheaper. Simply call the gateway number and follow the voice prompts. For more details click on 'Gateway numbers' or 'Toll free numbers' in the Support section.

What happens if I have a problem?

No problem! GO-SIM offer a range of contact methods which ensure you can always get in touch. If you can't see the answer to your query in our FAQ's, you can:

- **Email** GO-SIM by clicking on the link in 'Contact Us' in the Support section.
- Have a 'live chat' with one of our in-house team of experts by clicking on the **Live**
- **Support** link in 'Contact Us' or;
- Give us a call:
In the UK on +448456583410
In the US on +18666046746
From outside the UK or US on +448456583410

What is MyGO-SIM?

MyGO-SIM is a website or portal designed specifically for GO-SIM users. In MyGO-SIM, an existing customer can manage all aspects of their GO-SIM account, including:

- Add more airtime
- View calls made and received and produce reports
- Send free SMS from MyGO-SIM to your Global SIM card
- Manage services such as voicemail and Voice2Email

I can't make a call – what is wrong?

Firstly, make sure that you have read the user guide supplied with your Global SIM card. The method of making calls is slightly different with the Global SIM card and, depending on the make and age of your handset; you may have to use the special "GO-SIM" menu. If you are still having problems check the following:

- Have you credit on your account? Remember, this is a prepaid (or Pay As You Go) service and you may need to add more call credit (check your user guide for how to do this).
- Try selecting a different 'local' network. Your handset will normally select the strongest signal available but it may be worth manually selecting a different Network from the list of ones available. (Check your handset user manual if you need information on how to do this).

Does my Nokia, Sony Ericsson, Motorola, etc handset function with your Global SIM card?

Yes, the SIM works in all current GSM handsets (providing they are unlocked). Some older handsets require you to make calls using a special GO-SIM menu. This menu only appears in your handset when it has the GO-SIM card fitted. To make a call: Select the menu option ("GO-SIM") from the Main Menu, Office Tools or Extras Menu on your handset and enter the number (See the user guide supplied with your SIM card).

Is my number visible for the called person?

Yes, the number is visible by default. Unfortunately it is not possible to guarantee transmission of your number over all international networks.

Don't' pre-aid SIMs Expire?

Usually, but with GO-SIM neither the SIM nor the airtime expire.

Can I keep my usual mobile number?

You will get a new international number with your global SIM card. We recommend changing your voicemail greeting to let people know you are traveling and contactable on the new number.

What do I do with the SIM?

You need to take out your regular SIM card and replace it with the global SIM when you are traveling.

Do I need another contract?

There is no contract; it is pre-paid so you just top up as you need to.

What do I do if it is locked?

You can contact your usual network provider or go to the unlocking partner on www.gosim.com