



1. **Q:** I am going to be Vietnam in a few days and need to buy a SIM card because I do not want to pay for expensive "roaming service" fee. If so, which network provider should I choose?

**A:** The best option is to buy a prepaid SIM card named "TouriSIM". "TouriSIM" is an easy to use prepaid service, designed to greatly reduce the cost of using your mobile phone when travelling through Vietnam. It is available everywhere: at airports, at reception desks at hotels and resorts, at money exchange points, at convenience stores, at major tourist attractions etc.

More information about "TouriSIM" can be obtained at our sales points or website [www.simcardvietnam.com](http://www.simcardvietnam.com).

The price for a new prepaid account and simcard is about 10 USD and about 30 USD if you wish to include a Nokia mobile telephone.

2. **Q:** How to use a new SIM card when travelling Vietnam?

**A:** There is no need to register your phone, but you need to register the pre-paid SIM card with your name, date of birth and passport number. You can buy a prepaid SIM card under the brand name "TouriSIM" which is available everywhere throughout the country.

3. **Q:** Why should I choose TouriSIM?

**A:** With the TouriSIM, you can enjoy the following benefits:

- Cut your travel expenses by avoiding roaming costs.
- Prepaid - NO contract, NO minimum spend and NO hidden charge
- FREE incoming calls and text messages.
- LOW international rate.
- EASY and safe to use. All services in English.
- Travel hotline service to assist you during your travel through Vietnam.



4. Q: What is the difference between TouriSIM and other phone services?

A: TouriSIM is a prepaid service specially tailored for tourists coming to Vietnam, which brings them many benefits: control call cost – prepaid, no contract, no minimum spend and no hidden charge.

What is more, if you need further information related to TourSIM or any support needed for your travel, you can contact us via our Travel Assistant hotline 4357 – which stands for "HELP" in your NOKIA keyboard.

5. Q: Where can I find the "TouriSIM"?

A: You can buy a prepaid "TouriSIM" simcard at any of our sales points all over Vietnam.

Click [here](#) to find our sales points list.

6. Q: Can I use the TouriSIM sim cards in any phone?

A: The TouriSIMsim should work in any GSM mobile phone handsets that are not locked by a certain operator.

For an iPhone 4/4S, when purchasing a new TouriSIM sim card, just ask a micro-SIM size for iPhone. There is no extra fee for micro-SIM. For those people who like to stay reachable on their own number, we advise people to purchase the package including our Nokia telephone.

7. Q: What if my mobile phone is operator locked?

A: If your phone is operator locked, you can buy our value for money Nokia handset at one of our sales points. Find our sales points [here](#)



**8. Q: How do I activate my TouriSIM sim card?**

**A:** Fill out the registration form; then give it to the Sales Points. The Sales Points will complete registration process for you. After the registration of your sim, please dial **123** or **188** in order to activate your sim.

**9. Q: How do I make a call from a TouriSIM?**

**A:**

- To make international call, press: **<172><00><country code><number>**
- To send international sms, send to: **< + >< country code >< number >**

**10. Q: How do I receive a call?**

**A:** Receiving a call on the TouriSIM is the same as a normal SIM.

Just give your TouriSIM number to friends, relatives and co-travelers. They can call you directly to your TouriSIM number from mobiles or landlines from all around the World at NO cost for you.

**11. Q: How much does it cost for a TouriSIM starter kit?**

**A:** The price for each prepaid TouriSIM starter kit is about 10USD. For this, you receive a new SIM card and full instructions. Each SIM also includes 20 minutes of international calling credit. If you wish to purchase the starter kit including the Nokia telephone, the total price would be around 30 USD.



## 12. Q: What does it cost to make a call through TouriSIM?

TouriSIM has fantastic rates that are relatively easy to understand:

- International calls: 4,680 VND (~ 0.22USD/min) – we apply the same rate for all countries
- International sms: 3,640 VND (~ 0.17USD/sms)
- Local calls: 1,950 VND (~ 0.09USD/min)
- Local sms: 390 VND (~ 0.02USD/sms)

## 13. Q: How do I top up / add credit to my TouriSIM sim?

**A:** We offer some options for topping up your account:

- Top up at one of our many sales points.
- Buy a prepaid top-up scratchcard from our locations.
- Or you can top up online on our website. Click [here](#) for online top up. Minimum top-up amount is about 2.5 USD per time.

## 14. Q: How do I know if I finish the topping up process?

**A:** After topping up your account, you will receive an sms notification. Or you can dial \*101# at any time to check your balance and validity.

## 15. Q: How do I check my account balance?

**A:** Dial \*101# and you will receive a text message showing your balance.

When you run low on credit, you will receive an automatic sms. The text message shows your balance and lists some main locations where you can top up your account.



16. Q: What should I do if I want to use 3G service?

A: Our TouriSIMsim is already attached with 3G service.

With Pay as you go, the cost for mobile internet is 5.85 VND/kb.

Dial \*345# to register the service.

17. Q: If I have any question about technical matter, who should I contact?

A: Kindly call our support team at **092 400 4626**