



TCC

User's Guide



TAIWAN CELLULAR CORP.

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Service Hotline: (02)6606-2999

台灣大哥大



Dear Customers,

On behalf of TCC I would like to welcome you to a range of premier telecom services offered by Taiwan Cellular Corporation.

In order to keep up with the rapid pace of worldwide telecommunication development, TCC has displayed great flexibility in adjusting to the changing business realities and is constantly striving to bring about innovative solutions to meet all of your telecommunication needs. As a front runner in the industry, we are fully aware of the growing importance and people's increasing reliance on telecom services. Therefore, we will continue to utilize state-of-the-art telecommunication technologies to develop top quality systems with region-wide mobile coverage and to keep adding new and improved value-added services for your convenience. It is our ultimate belief that with everything you need easily accessible from one single mobile handheld device, your life will be made easier, and certainly a lot lighter!

TCC aims for top quality. We demand the highest standards of ourselves and deliver a full commitment to customers. Our team of high caliber professionals and our wealth of field experience together ensure the most convenient, amicable services to you. TCC not only provides a wide variety of value-added telecom services, but also offers an array of advanced peripherals developed around mobile phones. Choose TCC, you are guaranteed the greatest ease of use and the highest value that modern telecommunication technologies have to offer!

In the face of worldwide telecommunication development, With our greatest honor and strongest passion, we will

continue to work toward our goal of providing the best telecom services for you. We thank you for your support and recognition over the years. If you should require our assistance, you may call our toll-free hotline 188 from your mobile phone or contact our customer service center at (02) 6606-2999. You can also visit our website at www.tcc.net.tw for details of TCC's line of services.

Lastly, I wish you good health and all the best for the future.

Yours sincerely,

Harvey Chang

President

Taiwan Cellular Corporation

Mobile phone may be an advanced high-tech product, but its user interface design is strictly consumer -oriented.

For user convenience, each mobile phone design strives to achieve easy operations, and simple and fast connections.

This Guide is particularly prepared by Taiwan Cellular Corporation to make sure just that.

Everything you need to know about your mobile phone is contained in this little Guide.

So please read it carefully and place it somewhere handy for later use.

Let us lead you to the world of TCC 's seamless services and help you make the most use of your mobile phone handset and make sure that you won 't miss out on any important message that matters!

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SIM Card

Card Type

SIM card serves two purposes: one, to verify user's legality and two, to facilitate call connection and phone billing. TCC customers will obtain a Subscriber Identity Module card, or SIM card, after completing mobile phone service subscription. SIM card normally comes in two sizes of large and small. Make sure you select the right type of SIM card for your mobile phone. legality and two, to facilitate call connection and phone billing. TCC customers will obtain a Subscriber Identity Module card, or SIM card, after completing mobile phone service subscription. SIM card normally comes in two sizes of large and small. Make sure you select the right type of SIM card for your mobile phone.

Large card: Has the size of a regular credit card. For use, simply insert the card into your mobile phone in direction of the arrow indicated on the card.

Small card: Is the chip cut off from the large card. For use, just install the card into your mobile phone.

Note: For details on SIM card insertion or installation, refer also to the User's Guide provided by your mobile phone manufacturer.

Usage Notes

To activate your SIM card, follow these steps:

1. Switch off your mobile phone.
2. Place the SIM card into your mobile phone handset according to the instructions of the mobile phone manufacturer.
3. Switch the phone back on and wait while the phone is searching for networks. After successful connection, you can start placing and receiving calls from your mobile phone.

To set your PIN (Personal Identification Number), do the following:

1. The SIM card you receive from us is protected by a default password of '1234'. To ensure security against unauthorized use of your phone or SIM card in case of loss or theft, we suggest you change this default password and lock your phone with a PIN code of your own choosing so that the phone will perform PIN-based user authentication check with each phone use.
2. PIN code can be set in a variety of ways according to your mobile phone specifications. Please refer to your mobile phone's user manual for PIN setting. If you are setting your PIN code for the first time, enter the default password of '1234' first before setting your new password. Please note that entering the wrong PIN three times in succession will cause your SIM card to be irrevocably blocked.

SIM Card

Crisis Treatment

Blocking

If you enter the wrong PIN three times in succession when the phone is on the 'ON' mode, your SIM card will be irrevocably blocked. When this happens, you will see the word "Blocked" on your phone screen, which means your SIM card has been disabled and you will be prompted to enter a PUK Code (the password prompt line may vary from one mobile phone to another) to unblock it.

When the above happens, call the TCC service hotline or drop in a TCC service center nearest you for assistance. Our customer service personnel will walk you through the steps of SIM card unblocking.

Loss/Theft

Although SIM card does possess a password-based authentication function, in case of loss or theft, it is still imperative that you contact TCC service center or dial our service hotline immediately to report the loss in order to prevent possible financial losses due to unauthorized use of your SIM card. Our loss report hotline is (02) 6606-2995.

Right after you reported SIM card loss, you can apply for a reissue of your SIM card from our TCC hotline operator to ensure uninterrupted mobile communication.

Damage/Malfunction

If your mobile phone indicates "Bad Card" or "SIM Error" on the screen after SIM card has been inserted, this means your SIM card is damaged and thus no longer unusable. If this happens within the one-year warranty period, you can have a free replacement upon return of the damaged SIM card at any TCC service center.

Card Switch

If you require switching to a different type of SIM card, i.e. from large card to small card or vice versa, due to mobile phone change, all you have to do is go to a TCC service center and complete relevant formalities.

(Please refer to the subsection titled Change under the Service section of this Guide for details.)

SIM Card

Other Reminders

Before inserting or removing SIM card, switch off the power of your mobile phone to prevent the memory device of the card from being damaged.

Do not bend the SIM card and prevent the golden chip on the card from such damages as scratching, smearing, and coming into contact with liquids.

Do not insert or remove the SIM card unless necessary.

For SIM card storage, avoid high-temperature places in excess of 85 .

TCC SIM cards are designed to work exclusively with GSM1800 digital cellular phones certified by MOTC Directorate General of Telecommunications. Using them with other types of cell phones may cause card damage. To ensure security against SIM card fraud due to loss or theft, please store your SIM card and the password separately.

Entering the wrong SIM card password three times in a roll can cause SIM card blocking. For each wrong password entered afterwards, the SIM card will prompt you to enter your personal unblocking key by showing "PUK" on the screen. Note that entering incorrect "PUK" for ten times will permanently cancel the card. When this happens, you will need to purchase a new SIM card for replacement at your own cost.

Warranty and Repair

First year warranty

All TCC network subscribers are entitled to a one-year free SIM card repair service. In the event that your SIM card is damaged under normal usage and within one year of purchase, you may bring the damaged SIM card to the nearest TCC service center for a free replacement of a new card.

Note: We deem the usage normal when there is no trace of scratches, smudges,

or liquid stains on the surface of the card, and when the instrument test rules out exposure to strong electric currents or magnetic power as the cause of malfunction.

Repair and replacement from the second year onward

In the event of a malfunction after the expiry of the one-year warranty, you can bring your damaged card to the nearest TCC service center and trade it for a new card with a surcharge.

Basic Services

TCC provides the following basic services:

General Services

TCC mobile phone ↔ City phone

TCC mobile phone ↔ Mobile phone

TCC mobile phone → Pager

TCC mobile phone ↔ International long-distance call

TCC mobile phone → Home country direct call

TCC mobile phone ← Public payphone

TCC mobile phone → Toll-free (receiver pays) number (0800) (081)

TCC mobile phone → Bulk announcement and telephone voting service

TCC mobile phone → Chunghwa Telecom personal number (099)

TCC mobile phone → Super e-call (016)

Special Number Services

Special Number Supported	Free of Charge
110 Police service	✓
119 Fire/ambulance service	✓
105 Directory assistance	
117 Time report	
166/167 Mandarin/Taiwanese weather report	
188 TCC mobile phone direct access service hotline	✓

Note: Except 110 and 119, other special numbers supported are paid services. When calling 105 for directory assistance, please identify yourself as mobile phone user upon connected. 112 is the standard emergency service number for GSM mobile phones, hence it is restricted from being used for telephone repair service.


Basic Services

Dialing Instruction

Calling a city phone user

Press:


0 + Area code + Receiving-end user number + 

For example: 0 + 2 + 6636-8989 + 

Area code + user number + call button

Calling a mobile phone user

Press: Mobile phone identification number +


Receiving-end user number + 

For example: Calling TCC 0935 + 


TCC mobile phone number + call button

Making an international call

Press: 006 + Country code + Area code +

User number + 

For example: Calling from Taipei to the U.S.

006 + 1 + 408 + 123-4567 + 

Taiwan international prefix number + U.S. country code + area code + user number + call button

Calling a pager (radio paging service) user

Press: Pager number + Call button (after the beep) +

+ Call back number +

For example: 0959-774-777 + SEND (after the beep) +

+ 2774-7777 +

Pager identification number + call button + call back number + #

Value-Added Services

In addition to basic services, TCC also provides a wide range of value-added services to facilitate your mobile communication needs available by application:


Value-Added Services


Call Waiting

This service allows you to receive a new incoming call while staying connected with the still ongoing previous call so that you can prioritize your calls to make sure that important phone calls always get through.


Usage Instructions


When speaking on the phone, if you hear a toot, a second call has come in.

To take the new incoming call, ask the first caller to hold. Don't hang up, just press 2 +  to connect to the second call.

To resume the original call, simply press  You may switch back and forth between calls as many times as you wish.

To cut off the original call and switch to the remaining call, press


1 + 


To refuse the second call, just press 0 + 

Multi-Party Call

To speak with multiple parties simultaneously, you can reserve the original call while calling a third party, a forth party, etc. and arrange a small conference call for up to six parties to reduce transmission time and enhance meeting efficiency.


Usage Instructions

While speaking on the phone, you can always add in a third party by pressing the call button and then dialing the number of your intended third party. After the call is connected, press 3 +  to include the third party in the conversation

To add a forth party, press the call button and then dial the number of the forth party. After the call is connected, press 4 +  to include the forth party in the conversation.

To add a fifth and a sixth party, repeat the same steps above. You may then arrange a small conference call of up to six parties.

To cut off any of the participating parties during a multi-party call,

simply press 4 + Call serial number to be cut off +  exclude that party.

Value-Added Services

To cut off multiple parties from a conference call, just press the red end call button **END**.

Call serial number: The serial number of the first call you dial out is 1, the serial number of the second call you dial out is 2, and so on and so forth.

Call Forwarding

You can designate incoming phone numbers for automatic forwarding.

Usage Instructions

To activate unconditional call forwarding

* * + 2 1 * + Area Code + Phone Number
+ # +

To activate unanswered call forwarding

* * + 6 1 * + Area Code + Phone Number
+ # +

To set ring time for forwarding of unanswered calls

* * + 6 1 * + Area Code + Phone Number
+ * 1 1 + * + TIME + # +

TIME= 5、10、15、20、25、30

To activate unconnected call forwarding

* * + 6 2 * + Area Code + Phone Number
+ # +

To activate line busy call forwarding

* * 6 7 * + Area Code + Phone Number
+ # +

To temporarily cancel above individual call forwarding settings

+ Service Code + # +

To reactive above individual call forwarding settings

* + Service Code + # +

To delete above individual call forwarding settings

+ Service Code + # +

Value-Added Services

To check status of above individual call forwarding settings

* # + Service Code + # +

To cancel all of the above call forwarding settings

0 0 2 # +

Note: Service codes

Unconditional call forwarding: 21

Unconnected call forwarding: 62

Unanswered call forwarding: 61

Line busy call forwarding: 67

Voice Mail

When your mobile phone is under the following conditions:

- The power is turned off;
- Unable to receive signals;
- The line is busy; or
- The ring tone has exceeded set ring duration;

the system will automatically forward the incoming calls to your personal voicemail box and a message alert will appear on your screen. If you have simultaneously activated designated forwarding function, the system will proceed with the designated forwarding instructions.

Usage Instructions

To activate the service

Once you've subscribed to TCC networks, the system will automatically set this function in the activated mode.

To suspend the service

+ 7 0 + # +

To reactivate the service after suspension

* + 7 0 + # +

To check status

* + # + 7 0 + # +

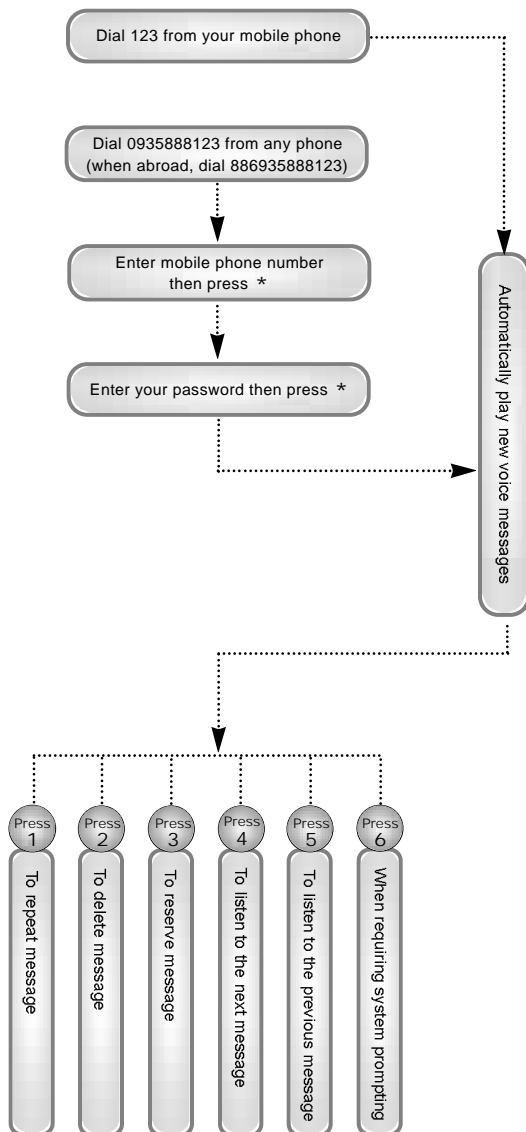
To change ring duration setting

* * + 7 0 + * + Voice Mail Code (123)
+ * + Ring Duration (in seconds) + # +

To inquire for voicemail service code, follow the steps under "check status".
To listen to voice messages, follow the voicemail usage instructions below.

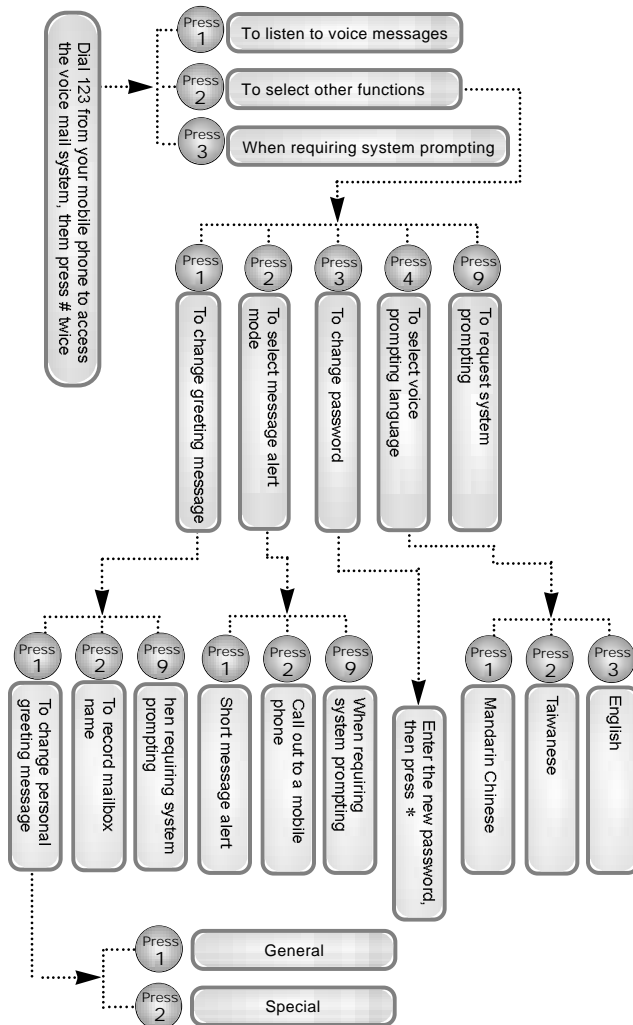
Value-Added Services

Fig. 1 Listening to Voice Messages



Value-Added Services

Figure 2 Setting Voice Mail



- * Note: 1. Personal greeting message and password change can only be done through dial 123 from your mobile phone.
2. The default password for the voicemail system is "1234". To ensure confidentiality of your voice messages, please follow the above instructions to change the default password.

Value-Added Services

Barring of Outgoing Calls

When you roam in a foreign country, you can use this function to bar certain types of outgoing calls.

This function is available for:

1. Barring of all outgoing calls.
2. Barring of outgoing international calls.
3. Barring of outgoing international calls, but allowing for outgoing domestic ones.

Usage Instructions

1. Barring of all outgoing calls (service code 33)

Function setting

Press + + + + +

Cancellation

Press + + + + +

Status check

Press + + + +

Note: To activate outgoing call barring function, your voicemail box must be temporarily switched off. Make sure you do that before setting your phone on call barring mode.

2. Barring of outgoing international calls (service code 331)

Function setting

按 + + + + +

Cancellation

按 + + + + +

Status check

按 + + + +

3. Barring of outgoing international calls, but allowing for outgoing domestic ones (service code 332)

Function setting

按 + + + + +

Cancellation

按 + + + + +

Value-Added Services

Status check

Press + + + +

Barring of Incoming Calls

When you roam in a foreign country, you can use this function to avoid unwanted interference.

Usage Instructions

1. Temporarily barring of incoming calls (service code 35)

Function setting

Press + + + + +

Cancellation

Press + + + + +

Status check

Press + + + +

Note: To activate incoming call barring function, your voicemail box must be temporarily switched off. Make sure you do that before setting your phone on call barring mode.

2. Temporarily barring of incoming calls when roaming in a foreign country (service code 351)

Function setting

按 + + + + +

Cancellation

按 + + + + +

Status check

按 + + + +


Changing call barring password

When you first access outgoing and incoming call barring function, use the default password "0000". However, to ensure privacy, we encourage you to change that password.

Value-Added Services

Usage Instructions

Changing the password for all incoming and outgoing call barring operations (service code 330)

按 * + * + 0 + 3 + * + Service Code + * +
Original Password + * + New Password + * +
New Password + # + 

Calling Line Identification Presentation

This function allows you to see the number of the incoming call on the screen when it gets through.

Usage Instructions

Upon acceptance of your application, TCC service specialist will set up the function for you from inside the system.

Status check

* + # + 3 + 0 + #

- Notes: 1. This service is only working when the calling-end switch provides the caller number.
2. This service will be invalidated if the calling-end mobile phone has activated outgoing call barring function.


Calling Line Identification Restriction

This function restricts your number from appearing on the receiver's phone screen.

Upon acceptance of your application, TCC service specialist will activate this function for you from inside the system (so that your number will not be presented on the screen of the receiver's phone).

Note: When the function is set on the OFF mode, to reveal the calling-end number of a particular call:

Press: * + 3 + 1 + # +

Mobile Phone Identification Number +
Receiving End Phone Number + 

Value-Added Services

Short Message Service

This service enables you to send short text messages through mobile phone networks. It is particularly useful when your mobile phone is turned off or having trouble connecting to the network because short messages keep transmitting within a preset time period until your mobile phone receives the message. your mobile phone can also be the pager.

Usage Instructions

Sending short messages

Select the short message sending function from the main menu from your mobile phone and enter your message and the receiver's phone number according to the instruction and then press the call button to complete message transmission.

International Roaming

The international roaming service of TCC fulfils your communication needs while traveling abroad. You can operate the phone the same way you do while in Taiwan, and the fees accrued from phone use abroad will be automatically charged to your monthly phone bill. With this service, you can easily make and take phone calls at any time and place even during overseas travel while making bill payments domestically.

Usage Instructions

Dialing procedure

1. Placing calls when roaming

To place a call when you roam in a foreign country, dial in the same way as local callers dialing a domestic or international call.


For example:

When in Hong Kong, to make a local call within Hong Kong on roaming mode, simply dial the local user number.


2 3 4 5 1 2 3 4 + 
Local user number in Hong Kong + call button

When in Hong Kong, to make a call to Taipei, follow the steps of dialing an international call in Hong Kong.

When the receiving end is a mobile phone, dial

0 0 1 + 8 8 6 + 9 3 5 x x x x x x x + 
Hong Kong international prefix number or alternatively, press "+" on your mobile phone + ROC country code + mobile phone number + call button

When the receiving end is an ordinary city phone, dial

0 0 1 + 8 8 6 + 2 + x x x x x x x x + 
Hong Kong international prefix number or alternatively, press "+" on your mobile phone + ROC country code + mobile phone number + call button

The "+" button can replace the international dialing prefix number of the local country. Please refer to the Use's Guide of your mobile phone for instructions on dialing the "+" button.

Note: For customers traveling to Thailand and Macao, please dial 188 from your mobile phone to allow TCC customer service personnel to activate the roaming function prior to your departure to ensure proper functioning of this service.

Value-Added Services

2. Receiving calls when roaming

Callers can get through to your mobile phone using the dialing method they are accustomed to as if you were still in the home country.

For example,

When Taiwan users call you on your mobile phone, they can dial your number directly.

0935xxxxxx

When international users (including users of local roaming networks) call you on your mobile phone, they can dial the local international prefix number + ROC country code + the receiver's mobile phone number.

For instance, if your friend from Hong Kong is calling you, he should dial

001 + 886 + 935xxxxxx

Hong Kong international prefix + ROC country code + receiver's cell phone number

Notes: Please be aware that when receiving calls on roaming, you will be charged with the international phone rates for connecting the calling end to the roaming network, plus the mobile phone communication charges of the roaming network, and a markup fees.

For more value-added services information, please refer to the "Value-added Service Guide".

Service

TCC attaches top priority to customer satisfaction. Should you have any inquiry or suggestion, feel free to call our 24-hour service hotline. Our well-trained, highly-qualified staff constantly strive to provide you with the most seamless and friendly services to your greatest satisfaction. It is our ultimate goal to ensure convenient and efficient use of mobile phones for our customers.

A Simple Service Guide

TCC's comprehensive and considerate line of service includes inquiry, subscription, change, loss report, SIM card reissue/replacement, billing, payment, customer complaint, troubleshooting, and phone repair.

Inquiry

We answer various service inquiries including TCC service center addresses, telephone numbers and opening hours, network subscription procedure, bill verification, mobile phone loss report procedure, SIM card reissue procedure, mobile phone number change and malfunction cause and solution inquiries. Drop in the TCC service center nearest you or call our service hotline, we will be more than happy to assist you.

Network Subscription

We provide an array of handsets and numbers for your choice.

To apply:

- Visit any of the TCC direct service centers island-wide.
- Visit any of TCC's franchisees or contract distributors island-wide.

Documents required:

- Individual application: The original copy of personal ID (or driver's license, passport, overseas Chinese residence permit) and signature or seal.
- Corporate application: A photocopy of the company's profit-making business enterprise certification, a photocopy of personal ID of the company's responsible person, and the registered seals of the company and of the responsible person.
- Government-owned institutions, corporate institutions and schools: Official application letter to TCC requesting TCC telecom services.
- Application through authorized delegate: The original copy of the applicant's personal ID (or driver's license, passport, overseas Chinese residence permit) and signature or seal, and the delegate's ID and signature or seal.

Service

Change

You may change your customer's data or service coverage as you wish through simple application procedures. Changes are usually divided into "Routine Change", "Lease Termination" and "Lease Exchange":

Routine Change:

- | | |
|------------------------------------|----------------------------------|
| a. Personal information change. | f. Call resumption. |
| b. Payment method change. | g. Special service item change. |
| c. Tariff change. | h. SIM card loss report. |
| d. Mobile phone number switch. | i. SIM card reissue/replacement. |
| e. Self-initiated call suspension. | j. Other change services. |

Procedure:

- Except Item d for change of mobile phone number that should be processed via dialing 185 from your handset or on TCC's website, all other service changes can be done over the phone by dialing either our toll-free number 188 from your mobile phone or our service hotline at (02)6606-2999.
- Alternatively, you can visit the TCC service center nearest you for service changes.

Lease Termination and Exchange:

Procedure: The applicant may apply or have a delegate to apply for lease termination or lease exchange by filling out the corresponding application form.

Document required: Personal ID, signature or seal.

This service is available at all TCC service centers island-wide.

SIM Card Loss Report

For protection of your rights and benefits, please proceed with loss report immediately upon SIM card loss or theft. TCC will temporarily suspend your communication service to prevent possible financial losses to you.

Procedure:

- Telephone report: Dial TCC loss report hotline at (02)6606-2995.
- Drop-in report: Visit any of our TCC service centers to report loss.

Time required:

A simple phone call can complete the loss report procedure and effective immediately.

Note: After having reported loss, if in need of inquiring or changing any of the value-added services under your mobile phone subscription, you can do so on TCC's website at www.tcc.net.tw.

SIM Card Reissue/Replacement

In the event of SIM card loss or malfunctioning that necessitates reissue or replacement of a new card, we will expedite the process to ensure uninterrupted communication service.

Service

Procedure:

- Telephone application: Dial 188 toll-free service hotline from your mobile phone or our customer service hotline at (02)6606-2999.
- Drop-in application: Visit any of our TCC service centers island-wide to apply for card reissue/replacement.

Time required:

- With drop-in application, you can acquire a new SIM card right away.
- With telephone application, TCC will deliver the new card in registered postal mail.

Billing Service

If you have any questions regarding your phone bills such as payment inquiries and bill reissue requests, our service center will be most delighted to provide you with the most convenient and friendly services.

Procedure:

- Telephone inquiry: Dial 188 toll-free service hotline from your mobile phone or our customer service hotline at (02)6606-2999.
- Drop-in inquiry: Visit any of our TCC service centers island-wide to process your bill inquiries.

Time required:

- With drop-in inquiry, you can fulfill your requests right away.
- With telephone inquiry, TCC will deliver the result of your request via postal mail.

Payment (Please see the Payment section for further detail)Please see the Payment section for further detail)Please see the Payment section for further detail)

For your monthly bill payment, you can select from among an array of payment methods including deposit automatic transfer, drop-in payment, bank/post office counter payment, ATM transfer, check payment, telephone payment, and convenient store payment.

Customer Complaint

For any inquiries or to file a complaint, you may dial 188 toll-free service hotline directly from your mobile phone or call our customer service hotline at (02)6606-2999 for representative service.

Troubleshooting

Should you encounter system malfunction while using TCC network services, you can dial 188 toll-free service hotline from your mobile phone or call our customer service hotline at (02)6606-2999 to inform us so that we can remove the system trouble as soon as possible and ensure smooth and high-quality communication services for you.

Phone Repair

Procedure:

Service

- To inquire about the causes and remedies for common cell phone malfunctions, simply call our service hotlines.
- Drop in any repair shops of the Taiwan Tele-Shop Co., Ltd service centers for repair services.
- Drop in any of TCC's franchisees or contract distributors for repair services.

Time required: Please see the Repair and Maintenance of this Guide for details.

General Services	Telephone Process	Drop-in Process
General Inquiry	▼	▼ service center
Network Subscription	✕	▼ ★
Bill Inquiry	▼	▼ service center
Itemized Bill Request	▼	▼ service center
Bill Reissue	▼	▼ service center
Phone Repair	✕	▼ ★
Malfunction Inquiry	▼	▼ service center

Change Services	Telephone Process	Drop-in Process
Personal Information Change	▼	▼ service center
Name Change	▼	▼ service center
Number Switch/Selection	▼	▼ service center
Payment Method Change	▼	▼ service center
Rate Plan Change	▼	▼ service center
Service Item Change	▼	▼ service center
SIM Card Loss Report	▼	▼ service center
SIM Card Reissue/Replacement	▼	▼ service center
Call Suspension/Resumption	▼	▼ service center
Lease Termination	✕	▼ service center
Lease Exchange	✕	▼ service center
Password Unblocking	▼	▼ service center
Mobile Banking Application	✕	▼ service center
Postpaid/Prepaid Card user Switch	✕	▼ service center

Notes: All of the above services are available at TCC service centers. For network subscription and mobile phone repair services, in addition to TCC service centers, you can also visit our franchisees and contract distributors island-wide for service.

Service

Hotline and Website Service

24-Hour Hotline Service

To ensure convenient mobile telephone services for every customer, TCC has opened several customer service hotlines to provide round-the-clock real-time inquiry services, such as change and billing services.

TCC's 24-hour customer service hotlines for real-time inquiries include the following:

Cell Phone Direct Access Toll-Free Service Hotline: 188

To ensure easy and convenient access to TCC's hotline services, all our customers are allowed to dial 188 directly from their mobile phone to connect with our toll-free service hotline. The three-digit hotline number is easy to remember and use.

Customer Service Hotline: (02) 6606-2999

This dedicated 24-hour service hotline: (02) 6606-2999, is opened exclusively for TCC customers to provide fast and easy inquiries and problem solutions.

Procedure

We provide various application procedures, application fees, rate plans, service coverage, and latest promotional activity inquiry services through our hotlines, so that you can let your needs met at the nearest available facility and within the shortest time period possible!

Latest promotional activities: To keep you updated of TCC's promotional activities

Bill inquiries: Including bill inquiries, payment methods, fee inquiries, delay payment inquiries, and bill reissue requests. This service can help you keep a good track of your personal account.

Change services: TCC provides you rapid and convenient change services, including change of personal information, rate plan, and special service item, and processing of call suspension/resumption.

Special services and rate plans: We provide you with a variety of special services and flexible service combinations, which are designed specifically to meet our customers' needs. You are welcome to inquire upon the content and relevant fees of special services to help you keep abreast with market trends and turn market opportunities into real benefits!

handset inquiry: TCC offers an array of mobile phones for your selection. To learn all about the features of these products as well as corresponding SIM card usage, just give us a call!

Service

International roaming service: To ensure fast and easy mobile communication throughout the world with TCC, you can access our international roaming service to check out the latest information on geographical coverage and country-specific information of TCC's international roaming service.

SIM card loss report and reissue: In the event of SIM card loss, please call immediately our loss report hotline at (02) 6606-2995. We will suspend all usage of your original number and reissue a new SIM card and unlock your password lock. Just as easy as a simple phone call, you can safeguard your lawful rights and benefits.

Problem solution inquiry: When your mobile phone is unable to make or receive calls, just give us a call. We will find out the causes and resolve it as soon as possible!

Feedback: Customer feedback has always been a valuable driving force behind our development. Any suggestions or comments regarding our services are extremely welcome.

Website Service

To better serve customers who are regular Internet users, we have launched a membership program on TCC corporate website at <http://www.tcc.net.tw>, which is called My Telecom Web. We welcome you to join this program and explore fast and easy online services open exclusively to members, including bill amount checking, various service applications, mobile phone ring melody change etc.

My Rate Plan: This section utilizes the smartest worksheet programming for rate planning. All you need to do is enter your intranet calling fee, internet calling fee, and city call fee amounts of the month, TCC will come up with the most economical and beneficial rate plan proposals for you.

My Constellation: In this section, you can find an incisive analysis for all star signs and blood types. If you are interested to learn more about the personality of your newly met friend, just type in your friend's constellation sign and blood type, and you will unravel all the mysteries below the surface of the friend. Surely you don't want to miss out on this section!

My e-News:

The page includes introductions on popular value-added services and website links, as well as a new forwarding function so that you can easily share good information with your friends.

Online info request: With this section, you don't need to dial 188 to TCC's customer service center for information. Simply select "online info request" under the Customer Services menu on TCC home page, or enter My Telecom Web and click on "info request and printing", you will be able to acquire the information you need through your printer.

TCC website is constantly striving to provide more considerate services to our customers and will continue to develop more services to better facilitate customers' needs and to incorporate a greater wealth of information to share with customers. Certainly, we always welcome you to provide comments and suggestions through the feedback section on our site.

Payment

How to Pay Your Bills

There are a variety of ways to make your monthly bill payment that you can choose from, which include deposit transfer, drop-in payment, bank/credit cooperative/post office/convenient store payment, check payment, ATM transfer, etc.

Deposit Transfer

If you have a demand deposit account at any of the financial institutions listed below, you can apply for automatic transfer of your bill payments by dropping in your nearest TCC service center or dialing 85242 toll-free service hotline directly from your handset to request for the deposit transfer authorization agreement, which can also be downloaded from our corporate website. Complete the form and mail it back to TCC. It takes approximately 45 days to complete the processing of your transfer request. Taiwan Cooperative Bank, Hua Nan Commercial Bank, Fubon Commercial Bank, Bank of Taiwan, Chang Hwa Bank, Grand Commercial Bank, Land Bank of Taiwan, Taiwan Business Bank, First Commercial Bank, International Commercial Bank of China, Chiao Tung Bank, Taipei Bank, EnTie Commercial Bank, Cosmos Bank, Farmers Bank of China, United World Chinese Commercial Bank, Bank of Overseas Chinese, Taishin International Bank, Cathy United Bank, E. Sun Bank, Shanghai Commercial & Savings Bank, Jihsun International Commercial Bank, Central Trust Bureau, post offices and credit cooperatives nationwide.

Bank/Credit Cooperative/Post Office Counter Payment

Please bring your payment notice and have cash ready for bill payment at any of the financial institutions or post offices (including their branches) listed on the notice prior to the due date specified.

Drop-in Payment

You may bring your payment notice to a TCC service center and make the payment by cash or with a credit card. For the address of the service center nearest you, dial 188 from your mobile phone or the 0809-000-852 toll-free service hotline.

ATM Transfer

1. Find an ATM machine that provides inter-bank transfer function.
2. Enter the code of your designated bank of transfer: e.g. 812 for Taishin Bank.
3. Enter your account number: 8098 + mobile phone number (e.g. 8098 + 09*****).
4. Enter the amount of payment.
5. Confirm the amount to complete the transaction.

Telephone Payment

1. Dial 579 from your mobile phone.
2. Enter your ID number.
3. Enter the bank code number.

Payment

4. Enter your bank account number.

Reminder: Credit card payment via telephone is not yet at service.

Check Payment

Please send a crossed check of the payment amount with restrictive endorsement for negotiation and specifying Pay to Order of Taiwan Cellular Corporation and indicating on the back your mobile phone number and bill number, together with the Mobile Phone Payment Form attached to the payment notice to Taiwan Cellular Corporation at Postal Box 108-432, Tun Nan Post Office, Taipei via a registered mail one week prior to the due date. Your check will be cashed and entered into your account.

Convenient Store Payment

You can bring your payment notice to any of the convenient stores listed on the notice to make payment before the due date. Please note that when paying at a convenient store, you need to make full payment of the specified amount under "Total Amount Payable" and retain the slip that says Payment Certificate for Payment Collection Only issued by the collecting convenient store in case you should need to place a payment inquiry later.

Online Payment

To make your bill payment online, visit TCC website at www.tcc.net.tw and enter My Telecom Web section. After logging onto the section, select Online Payment under Bill Inquiry menu. Click on the bill amount you wish to pay for, and enter your credit card information to complete the transaction. If your deposit transfer application has already been granted, do not use this online payment function, or else you may be making double payments for your bill.

Other Reminders

Past Due Payment

If your bill is already past due, please make the payment immediately at any of the convenient stores listed on the payment notice, or at Chang Hwa Bank, First Commercial Bank, Hua Nan Commercial Bank, and Taiwan Cooperative Bank (including branches) island-wide, or at your nearest TCC service center or via ATM machine. For details, please dial 85231 from your mobile phone. Alternatively, you may visit our website to make past due bill payment online.

Bill Inquiry

If you are not sure of the bill amount, you can visit our service center or dial 188 toll-free service hotline from your mobile phone and apply for a bill check within 60 days of the end of the billing period. The bill amount is deemed correct once this 60-day period is passed. The bill amount listed on your payment notice should be paid within the payment period. Otherwise, your mobile communication service will be suspended according to the service agreement. The liabilities arising from this suspension should be born solely by the user him/herself. Please be advised that service resumption is a time-consuming process, which may cause great inconveniences to you.

Repair and Maintenance

Reminders on Phone Use

To ensure best working conditions of your mobile phone, please pay special attention to the following:

Avoid severe shocks: Severe shocks can cause damage to internal components of your mobile phone. If your phone accidentally sustains a severe shock, immediately remove the battery and the SIM card, and send the phone to a repair center for a damage check.

Avoid exposure to moisture and liquids: In the event that your mobile phone is accidentally exposed to heavy moisture or soaked in liquid, dry your phone carefully with a dry cloth and remove the battery and the SIM card, and then immediately send the phone to a repair center for a damage check.

Avoid high-temperature environments: High temperatures can cause damage to both your mobile phone and its battery.

Do not disassemble the external case or the antenna of your mobile phone so as to avoid possible damage to your phone.

For safety reasons, please don't speaking on a mobile phone while driving.

Repair and Maintenance Warranty

First-year free warranty service

TCC provides you with an array of cell phone models to choose from, each affixed with a warranty label of Taiwan Tele-Shop Co., Ltd., which gives you access to our one-year free testing and repair services available at all TCC service centers island-wide.

Repair service from the second year onward

If you have already passed the one-year free service warranty period, you can drop in our TCC service center, or our contract service center or contract distributor for repair services.

Note: For each mobile phone handset handed back to TCC for repair, we will perform a pre-repair check for which we will charge a fixed checking fee of NT\$300 even if you should decide not to proceed with the repair after receiving our quotes for repair.

Repair Status Check

Using a TCC mobile phone: Dial 188 from your handset, and then press 122 after connection Enter your contact number on the repair sheet (plus area code in front of a city call撥 phone number)
Enter the last seven digits of the repair sheet serial number.

Using a city phone: Dial 0809-000-852 Enter your TCC subscriber number Dial 122 Enter your contact number on the repair sheet (plus area code in front of a city call撥 phone number)
Enter the last seven digits of the repair sheet serial number.

Online inquiry: Please enter: [www.twngsm.com.tw/ customers service/cell phone repair status check](http://www.twngsm.com.tw/customers/service/cell%20phone%20repair%20status%20check) to place an online inquiry.

Check Payment

Drop-off Location	Drop-off Time	Pick-up Time	Notes
TCC Service Centers (see Appendix)	Mondays thru Fridays: During opening hours of respective service centers Saturdays: 10:00am~12:00pm	By the end of the day (Note 1)	If the repair cannot be done within the same day of drop-off, customers may lend a mobile phone from our service center.
	Saturdays: After 12:00pm Sundays/regular and national holidays	The following day (Note 2) Pick up on non-holidays	Repair status check can be performed at any time during the working hours.
TCC Contract Service Centers/ Distributors	Within the opening hours of respective contract repair centers or contract distributors	Within three working days	

Note 1: For mobile phone damage not due to normal usage, the pick-up time may be delayed to the following day of the customer's consent to repair and a repair fee will be charged.

Note 2: Not limited to regular holidays and national holidays.