

# UQ mobile User Guide

# UQ mobile Set-up Guide

From Getting Started to Option Settings



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## Check out these useful features:

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# Introduction



Thank you for choosing UQ mobile. To get started with UQ mobile, check that you have everything below required for set-up. Have your device/SIM card ready, and check your ID and password from your contract plan documents.

## Contract Plan Details, Set-up Items

### In-store

Contract Plan Information (Customer Copy)      Original Application Form      Terms and Conditions Sheet



### SIM Card

### Device, Manual, Box



### Online

#### Email notification

Email Subject: Registration Confirmation

[Registration Type]	New Registration
[Receipt Number]	B001234567
[Bill Service]	Dual Plan
[Bill Plan]	Pittari Plan S (V)

\*If device was included in purchase

\*Please keep saved together with any Contract Plan Details Overview (check sheet) or any special campaign agreements provided.

## Confirming Your ID and Password

- You will need your ID and password when logging into the customer page (my UQ mobile). Access the customer page to view your bill and contract plan details. (See p.22 for more details)
- After logging in, set your own user ID and password.

<Check your contract plan details>  
Those who signed up online should refer to their confirmation email.

**ID(10-digit number)** B ● ● ● ● ● ● ● ● ● ●

This is the 10-digit receipt number (Starting with the letter B) printed at the very top of your Contract Plan Information sheet

**ID**

■ 二契約者情報	
受付番号	B00
ご契約者名	試験用 00626
ご契約者住所	108-0075 東京都港区港南
メールアドレス	@.com

<Check your contract plan application form>

**Password** The 4-digit number of your choice, written on your application form

**Password**

\*Please keep this information stored in a secure place, as you will need it for any future support inquiries after set-up.

## Once You Receive Your SIM Card

Set-up process will vary according to customer plans and devices. Check your plan and follow steps for set-up below.

	Smartphone type	
	UQ mobile Smartphones (smartphones purchased through UQ mobile)	For non-UQ mobile smartphones
<b>New Contracts (customers who did not use MNP)</b>	Insert SIM card for instant use.	Set up your APN first. To p.07
<b>Customers Switching to UQ mobile from Other Carriers</b>	Complete line switchover procedures first. To p.06	Complete line switchover procedures and APN set-up first. To p.06 and To p.07
<b>Customers with Re-issued SIMs or Switching SIMs</b>	Complete line switchover procedures first. To p.06	

## Set-up Process

### Initial Settings

To page 04

If carrying over an existing number (with MNP)\* log into my UQ mobile and complete the line switchover procedures.

### Line Switchover

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### Getting Ready to Connect to the Internet (APN settings)

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### Registering Your Account Information (Account Set-up)

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### Setting Up Email

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### Importing Your Address Book/Data

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### Check Out These Useful Features:

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\*If customers do not complete line switchover procedure, to prevent the MNP reserved number from expiring, the line will automatically be switched over 7 days after the SIM card is posted.

# 1

## Initial Settings (Insert SIM card into smartphone)



To get started, you must insert the SIM card into your newly purchased or existing smartphone. The type of your UQ mobile SIM card will vary according to your smartphone device. Check the user manual of your device before inserting the SIM card into your smartphone.

\*For devices purchased together with contract plan sign-up, procedure may have already been completed.

### 1. Preparing the SIM card

#### ● Check your SIM card.

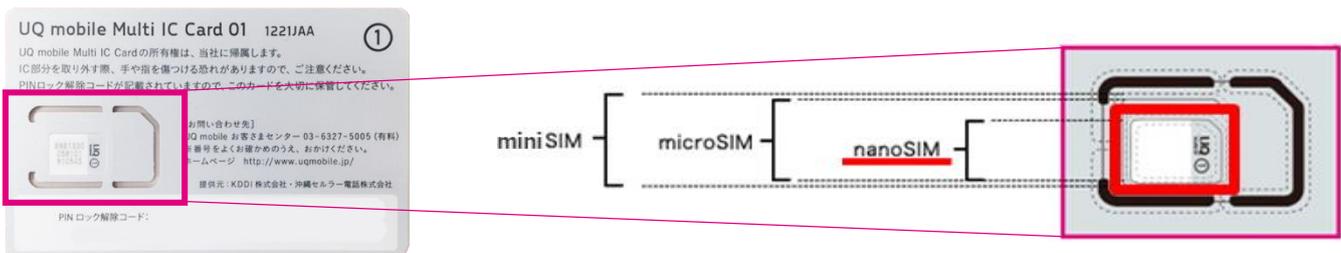


#### ● Remove SIM card from card mount.



#### Note

#### Removing Multi SIM cards (mini/micro/nano)



\*The type of SIM card will vary according to your device. Remove SIM card only after checking your device. If you make a mistake in removing the card, you must submit a SIM card re-issue request.

\*Sample Image: for Multi SIM card (nanoSIM)

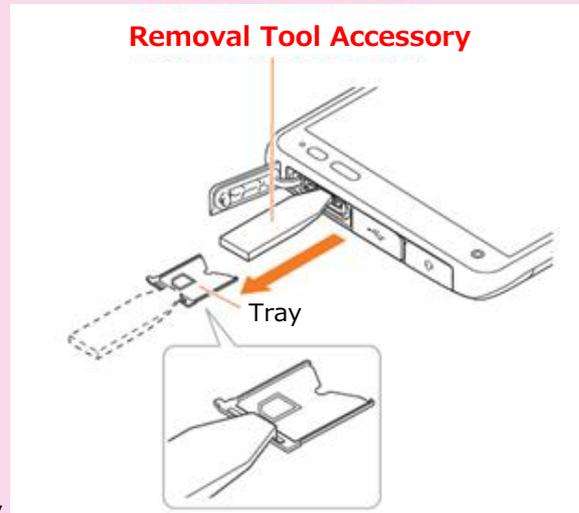
## 2. Ejecting the SIM tray

- Please note that steps to eject may vary depending on device.

Power OFF the device, and unplug charger or any other cables.



Open the SIM card slot cover at the bottom of the device. Hook the pin on the edge of the tray, and pull out (see illustration on right).



\*Sample Image: DIGNO L

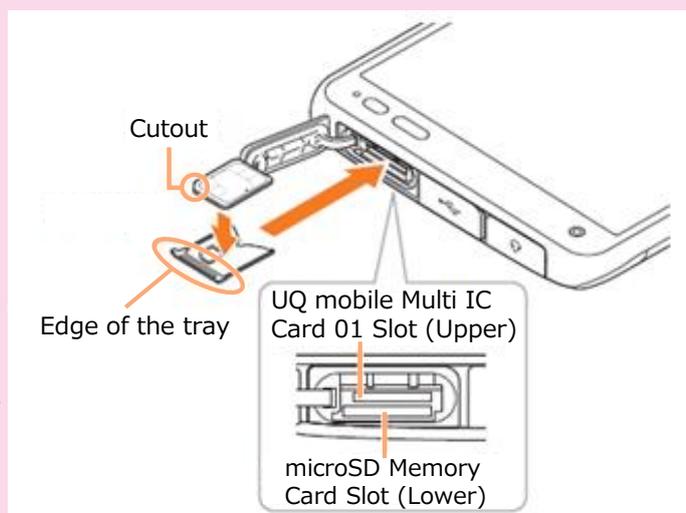
\*Visit the UQ homepage product support navigation to learn how to set up each compatible device.

## 3. Inserting the SIM card

- Please note that steps to insert may vary depending on device.

As shown in the illustration on the right, place the SIM card on the tray with the cutout facing to the left. Insert the tray straight into the upper slot, and close the cover.

Once you've inserted the SIM card, power the device on by holding down the power button until the receiving light turns on.



\*Sample Image: DIGNO L

\*Note: SIM card must be installed facing the correct direction. Check before inserting.

# 2

## Line Switchover



To begin using UQ mobile, you must switch over from your existing line. Log in to your my UQ mobile customer page to begin the switchover process.

\*For devices purchased together with contract plan sign-up, procedure may have already been completed.

### Line switchover procedures

1



From the UQ mobile homepage menu bar, click "My UQ," then click "UQ mobile."

2



Enter your my UQ mobile ID and password and click "Log In."

3



Click "Account Overview."

4



Click "Line Switchover."

5



Click "Complete."

6



After completing switchover procedure, wait approximately 30 minutes before using your device.  
\*If the "Line Switchover Error" message appears, please contact the UQ Customer Center: 0120-977-062

# 3

## Getting Ready to Connect to the Internet (APN settings)



To access the internet using a UQ mobile smartphone, you must set the APN. Follow the steps below to proceed with registration.  
(Access Point Name)

Applies to: au smartphones and select SIM-free smartphone devices.

\*For more details please check the Device Operation Checklist on the UQ homepage.

\*For devices purchased together with contract plan sign-up, procedure may have already been completed.

### How to verify, based on your device type

#### Checking compatible devices

Check the UQ homepage for a list of compatible devices and information regarding APN settings.

\*If your device is not listed, it may not be compatible for use.

Link to Device Operation Checklist: <http://www.uqwimax.jp/products/mobile/sim/devices/>

#### Set-up Example: Xperia XZ SOV34

Note: Make sure that Wi-Fi is turned off before setting access point (APN).

**1** From the home screen, tap on "Apps."

**2** From Apps, tap the "Settings" icon.

**3** Tap "More"

**4** Tap "Mobile networks."

**5** Tap on "Advanced settings."

**6** Tap "CPA settings."

**7** Set the network name and other details, and tap "SAVE" on the bottom right.

<Setting Information>	
Name	UQmobile
APN	uqmobile.jp
User name	uq@uqmobile.jp
Password	uq
Authentication type	CHAP
APN type	default,mms, Supl,hipri,dun
APN protocol	IPv4/IPv6

**8** Turn on "CPA connection."

**9** Set-up is complete once the "4G" icon Appears in the upper bar of the screen. You can now transmit data.

# 4

## Registering Your Account Information (Account Set-up)



### Android

Registering your account information will allow you to access a number of services. To make the most of your smartphone user experience, follow the set-up steps below.

E.g., Install apps: Gmail, Google Calendar, YouTube, etc.

### Setting up your Google Account

### Android

- Tap "Settings" and tap "Add another email account."
- Tap "Google."
- Tap "More options" and then "Create account."
- Enter your own username, and tap "Next."
- Enter your email address and tap "Next."
- Enter a password of your choice. Re-enter password and tap "Next."
- Tap "YES, I'M IN."
- Review terms and conditions and tap "I AGREE."
- Confirm details and tap "NEXT."
- Tap "NEXT" again to complete the process.

# iPhone

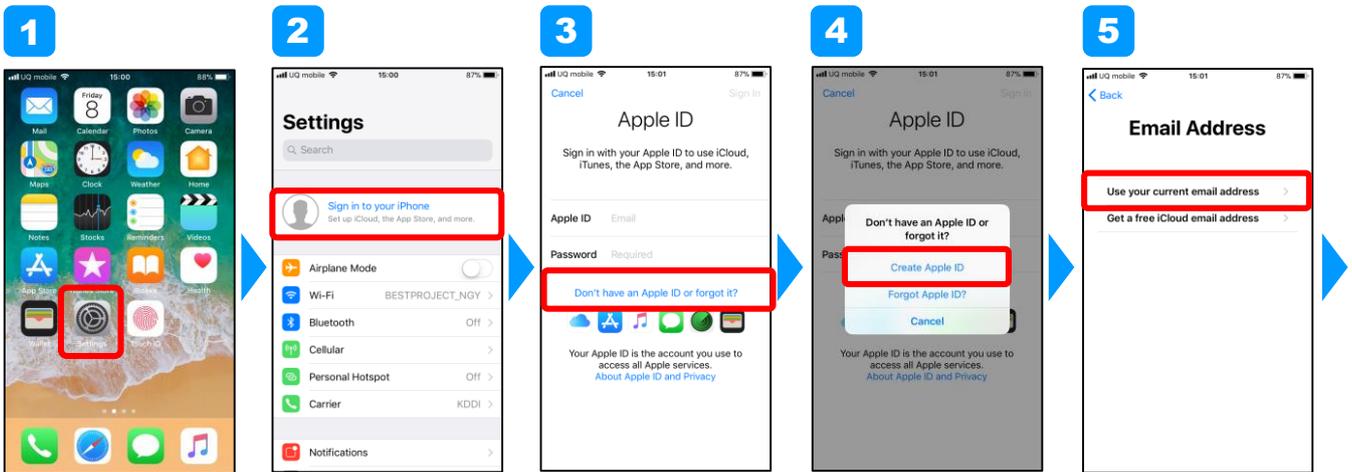
Registering your account information will allow you to access a number of services. To make the most of your smartphone user experience, follow the set-up steps below. E.g., Install apps: iTunes, etc.

\*To create an Apple ID, you must have an email address. For more on setting an email address, see p.11.

## Setting up your Apple ID

iPhone

Begin by tapping "Settings." Note that not all screens are shown in the steps below.



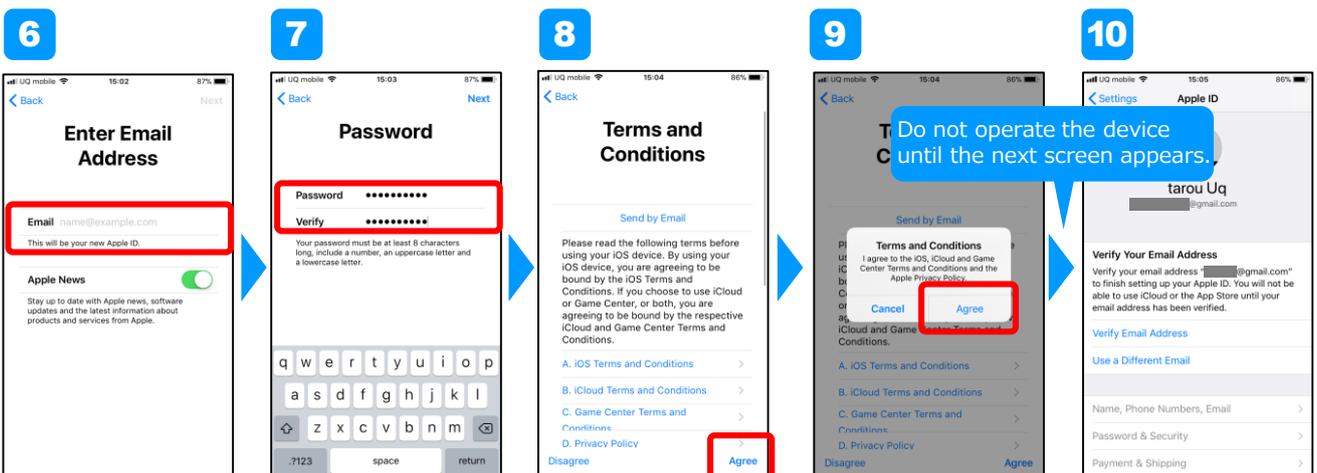
From the home screen, tap "Settings."

Tap "Sign in to your iPhone."

Tap "Don't have an Apple ID or forgot it?"

Tap "Create Apple ID."

Tap "Use your current email address."



Enter your current email address and tap "Next."

Set your password and tap "Next."

Review the terms and conditions and tap "Agree."

Tap "Agree."

Set-up complete.

# 5

## Verifying Your Phone Number



Your phone number will be listed on your application form, but you may also check your phone number on your smartphone. If you do not know how to verify your phone number, refer to the steps listed below.

### How to verify, based on your device type

Device	How to verify your phone number						
<b>iPhone 6s iPhone SE</b>	Home screen	Settings	Phone number	Phone number			
<b>arrows M04 PREMIUM</b>	Home screen	Settings	User	My profile	Phone number		
<b>AQUOS sense</b>	Home screen	Basic functions	Settings	Phone number			
<b>AQUOS L2 AQUOS L</b>	Home screen	Basic functions	Settings	Profile	Phone number		
<b>P10 lite</b>	Home screen	Settings	Device information	Device status	Network	Phone number	
<b>P9 lite PREMIUM</b>	Home screen	Settings	Device information	Device status	Phone number		
<b>DIGNO Phone</b>	Home screen	Press the center key on the idle screen	Dial key (0=zero)	Phone number			
<b>DIGNO V DIGNO L</b>	Home screen	Basic functions	Settings	Profile	Phone number		
<b>DIGNO W</b>	Home screen	Basic functions	Settings	Device information	Device status	SIM status	Phone number
<b>ZTE BLADE V770</b>	Home screen	Settings	Device information	Device status	SIM status	Phone number	
<b>ZenFone</b>	Home screen	Settings	Device information	Device status	SIM status	Phone number	
<b>IDOL4 SHINE LITE</b>	Home screen	Settings	Device information	Device status	SIM status	Phone number	

\*For more details, visit the UQ homepage product support navigation and check "Verify Phone Number."

# 6

## Setting Up Email



Customers who applied for the optional email service (@uqmobile.jp address) should also set up their email app after creating their address.

\*Will be pre-installed on select devices.

### Optional email services (@uqmobile.jp) (Additional Service Fees)

#### Recommended App

#### Email Settings for CosmoSia



#### About CosmoSia:

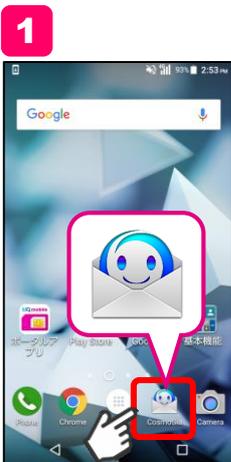
Selected as KDDI's official email carrier app for its superior quality. CosmoSia allows users to easily send and receive emails in a chat format.



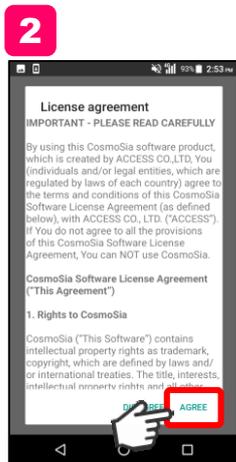
For further guides and videos on set-up, visit the UQ homepage.

Setting Up Email

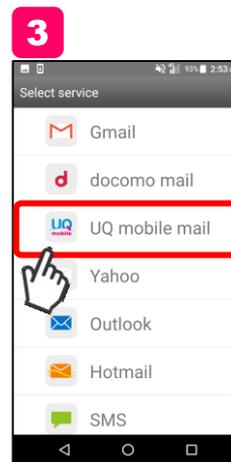
\*The CosmoSia app is available for download on the Google Play store.



1 Open the CosmoSia app.



2 After verifying the license agreement, tap "AGREE."



3 Tap "UQ mobile mail."



4 Tap "Allow."

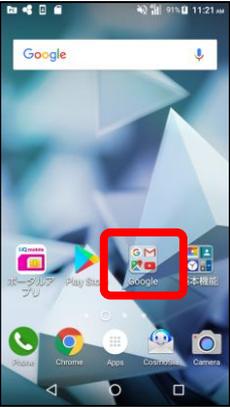


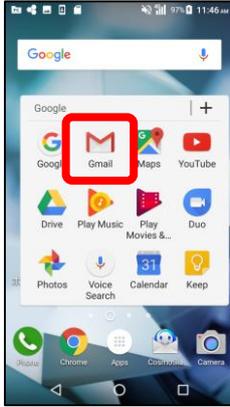
5 Wait until the registration complete screen appears.

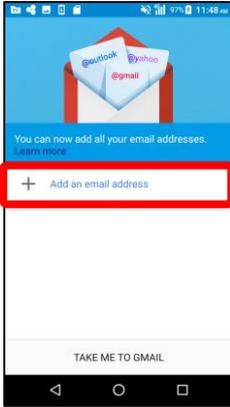
# Free email services (Gmail)

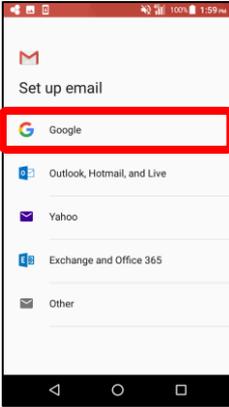
For customers using free email services (@gmail.com addresses), set up your Gmail app after you have created your address.

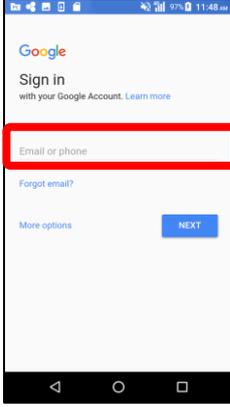
## Initial Set-up for Android

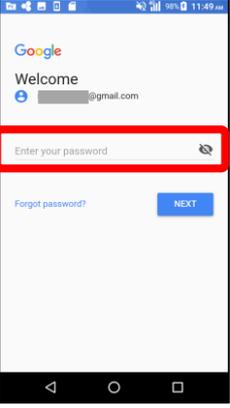
- 

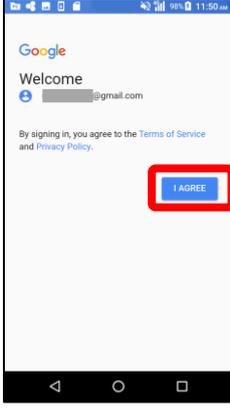
From the home screen, tap "Google."
- 

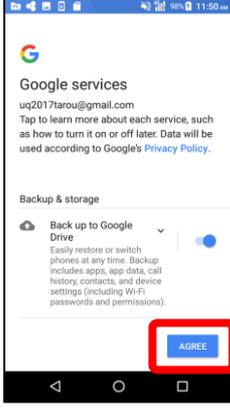
Tap "Gmail."
- 

Tap "Add email address."
- 

Tap "Google."
- 

Enter the address used when going through settings on p.8 or a Gmail address of your choice.
- 

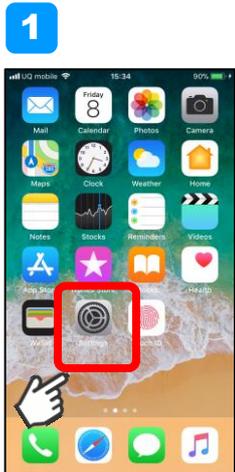
Enter your password for your Gmail address.
- 

Tap "I Agree".
- 

Tap "AGREE" to finalize initial settings.
- 

Your registered address will appear.

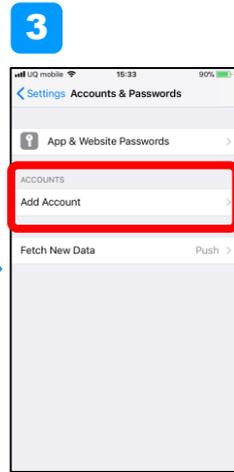
# Initial Set-up for iPhone



1 From the home screen, tap "Settings."



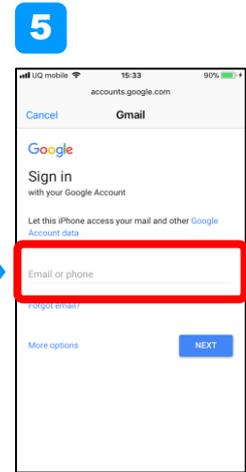
2 Tap "Accounts & Passwords."



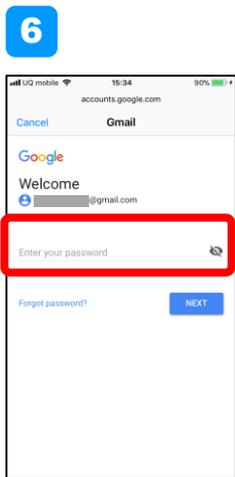
3 Tap "Add Account."



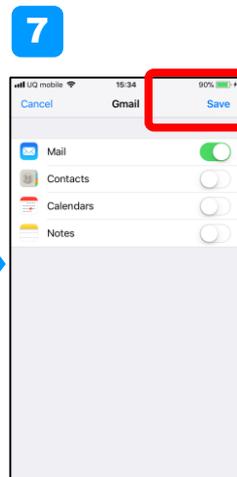
4 Tap "Google."



5 Enter the address used when going through Settings on p.8 or a Gmail address of your choice.



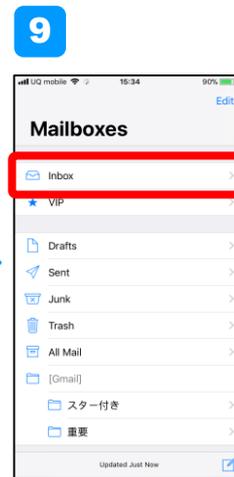
6 Enter your password created for your Gmail address.



7 Tap "Save."



8 Tap "Mail."



9 Your Gmail address will be added to your mailbox.

# 7

## Importing Your Address Book/Data



Steps to import your address book and data will vary according to your OS. Regardless, please ensure you have prepared in advance before you begin importing.

### Android (Importing your address book using an SD card)

#### 1 Back up your address book from your previous device, using a microSD card

To save (back up) your address book, insert your microSD card and power on the device. You will then follow the steps below to back up your address book.

(E. g., for XPERIA X Z SOV34)

1 Tap "Contacts."

2 Tap "☰" (menu).

3 Tap "Import/export."

4 Tap "Import from .vcf file."

5 Tap "SAVE."

Your address book backup is complete.

\*Items you can export may vary depending on your device.

#### 2 Import your address book from the microSD card to your new device

Insert the microSD card containing saved address book into your device and power the device on. You will then follow the steps below to import your address book.

(E. g., for XPERIA X Z SOV34)

1 Tap "Contacts."

2 Tap "Menu."

3 Tap "Import/export."

4 Tap "Export to .vcf file."

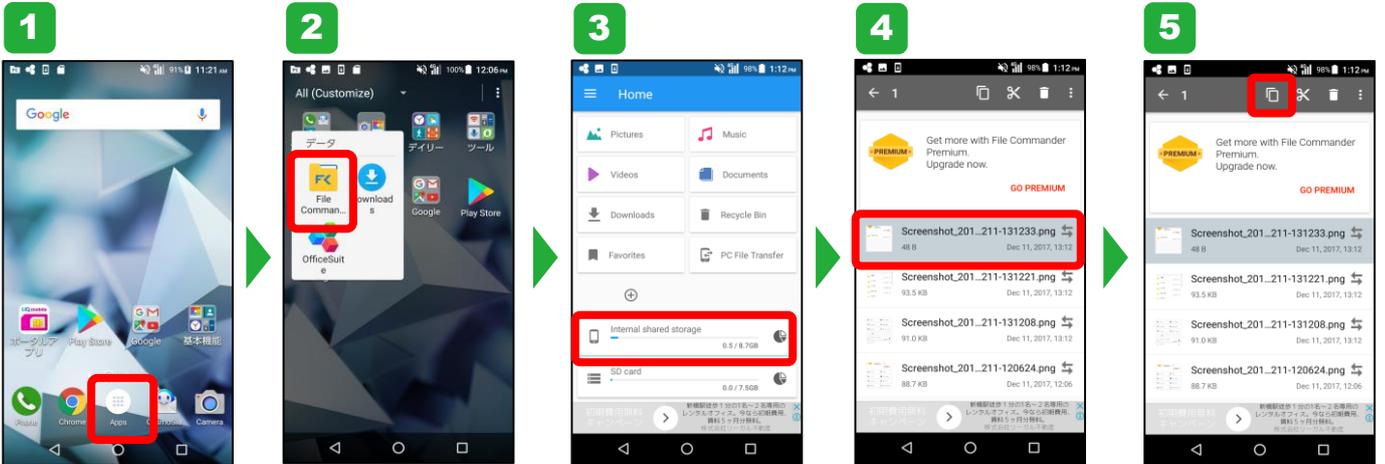
5 Tap "Phone contact" to transfer address book.

Address book transfer is now complete.

# Android (Importing your data using an SD card)

## 1 Back up your data from your previous device to a microSD card

To save (back up) your photos and music, insert your microSD card and power on the device. You will then follow the steps below to back up your data. (E.g., for DIGNO V)



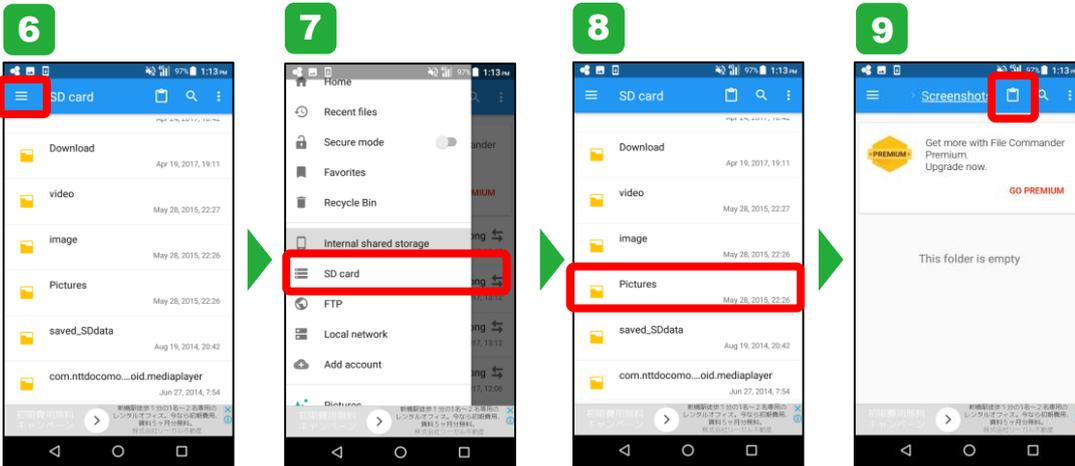
From the home screen, tap "Apps."

Tap "File Commander."

Tap "Internal shared storage."

Tap the file containing the data to transfer, holding down data to transfer.

Tap



Tap (menu).

Tap "SD Card."

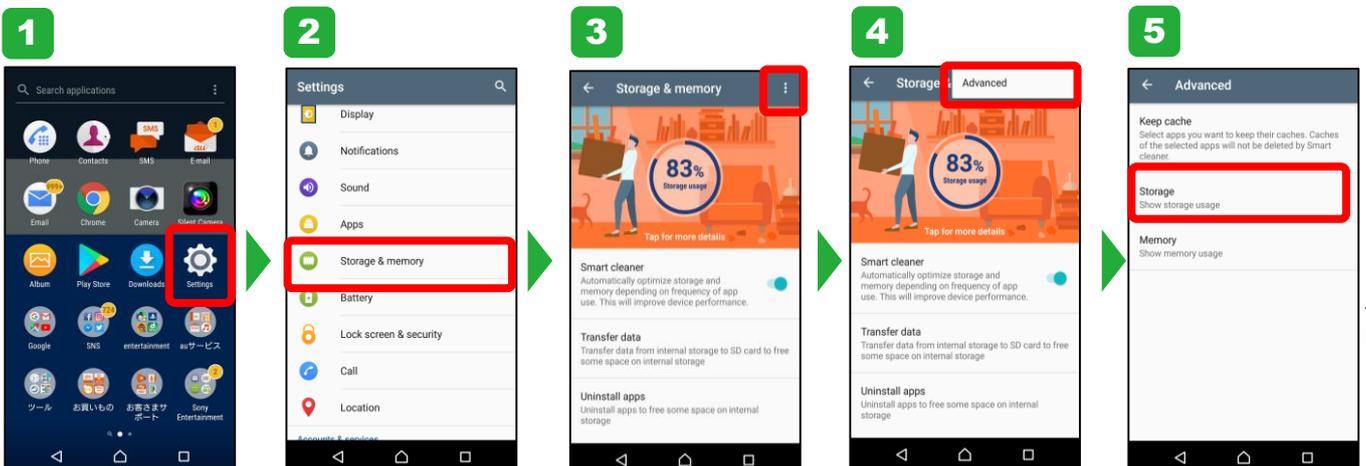
Select and tap Export destination.

Tap (paste) to complete the process.

\*Items you can export may vary depending on your device type.

## 2 Import your data from the microSD card to your new device

Insert the microSD card containing saved data into your device and power the device on. You will then follow the steps below to import your data. (E.g., for XPERIA XZ SOV34)



From the home screen, tap "Apps," then select "Settings."

Tap "Storage & memory."

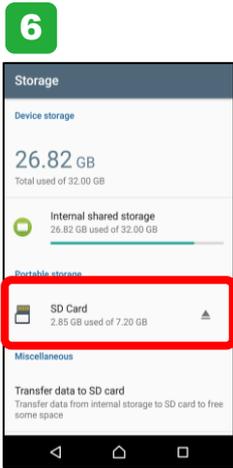
Tap "the menu."

Tap "Advanced."

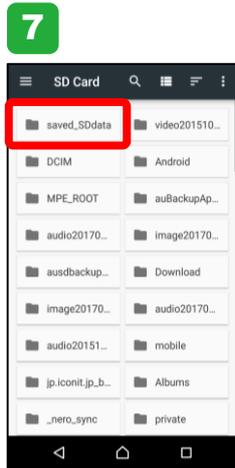
Tap "Storage."

To the Next page

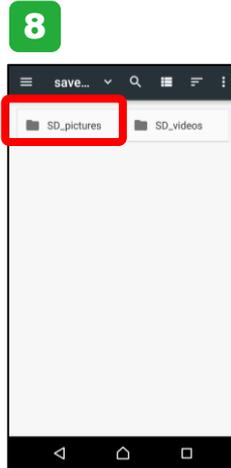
# Android (Importing your data using an SD card) continued



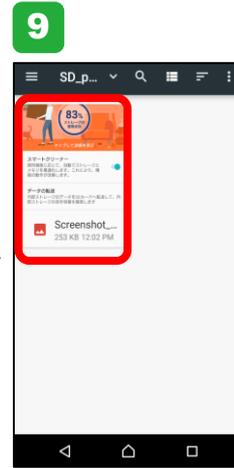
Tap "SD Card."



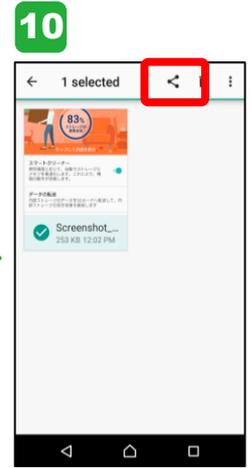
Tap "saved\_SDdata."



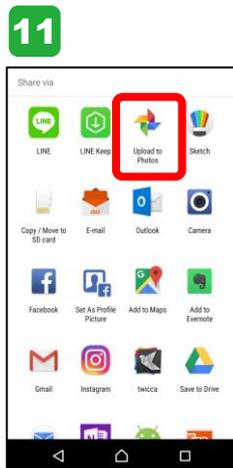
Tap the data you wish to save.  
The above shows a pictures folder.



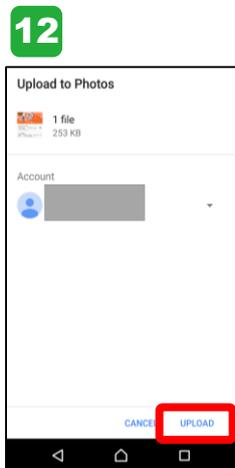
Tap the data you wish to transfer.



Tap 



Tap "Upload to Photos."

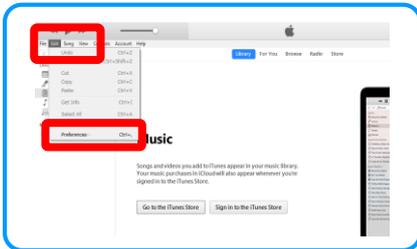


Tap "UPLOAD" to complete.

# iPhone (Importing your address book/data using a computer)

## 1 Back up your data from your current smartphone to your computer (iTunes)

1



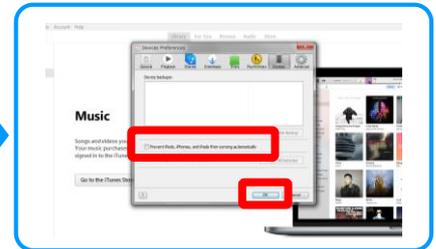
Open iTunes. Choose "Edit" from the menu bar, and then click "Preferences."

2



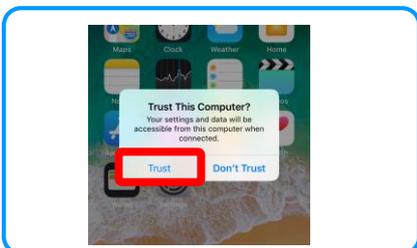
From the "General Preferences" window click on "Devices" at the top of the screen.

3



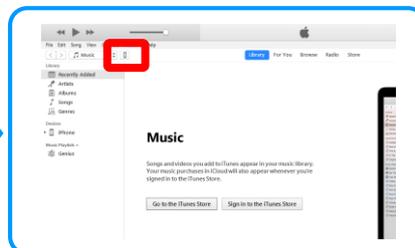
Click "Prevent iPods, iPhones, and iPads from syncing automatically," and click "OK."

4



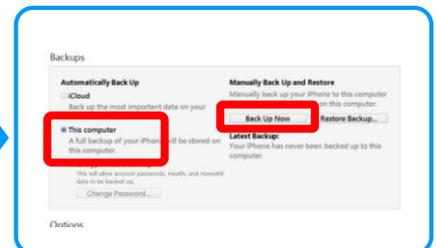
After clicking, connect your iPhone to your computer. When prompted with the "Trust This Computer?" screen, tap "Trust."

5



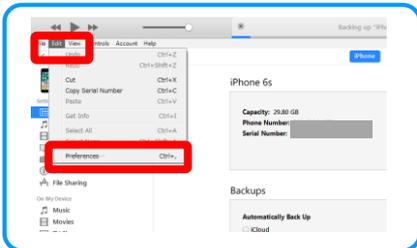
Click on  at the bottom of the menu bar.

6



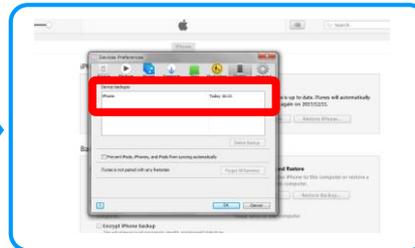
Click on "This computer" and click "Back Up Now" to begin back up process.

7



Select "Edit" from the upper left menu and click on "Preferences."

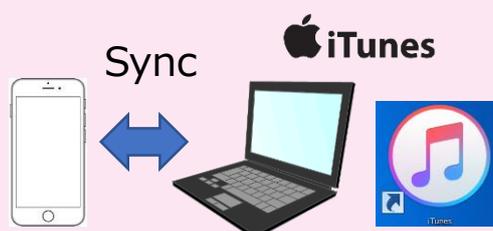
8



If current date and time is listed under recent backups, then backup is complete.

\*Refer to following page on how to transfer saved data.

## About iTunes

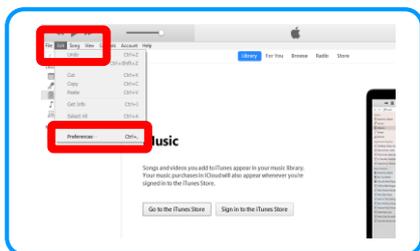


Connecting your iPhone to a computer installed with iTunes allows you to sync data such as address books, music, videos, and apps.

As iTunes is necessary to back up your data, we recommend installing it on your computer.

## 2 Transferring your data from your computer (iTunes) to your new smartphone

1



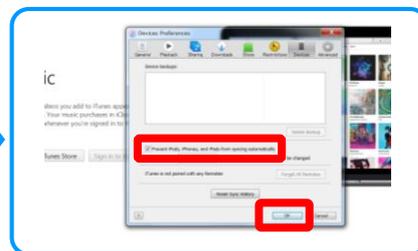
Open iTunes. Choose "Edit" from the menu bar, and then click "Preferences."

2



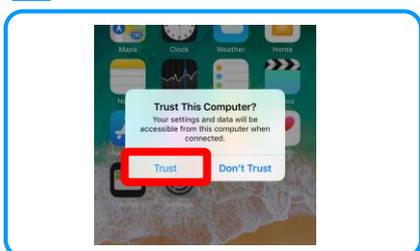
From the "General Preferences" window click on "Devices" at the top of the screen.

3



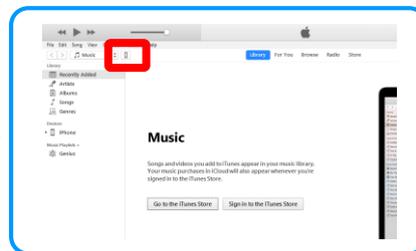
Click "Prevent iPods, iPhones, and iPads from syncing automatically," and click "OK."

4



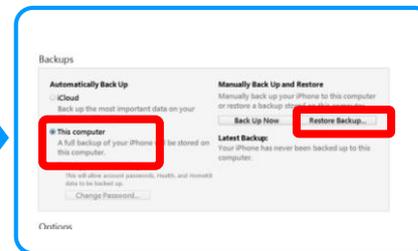
After clicking, connect your iPhone to your computer. When prompted with the "Trust This Computer?" screen, tap "Trust."

5



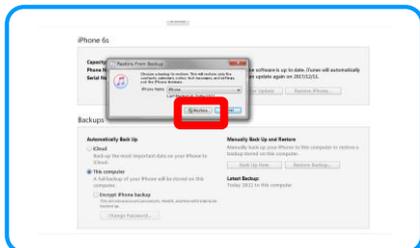
Click on  at the bottom of the menu bar.

6



Click on "This computer" and click "Restore Backup..." to begin backup process.

7



Click "Restore" to complete restore process.

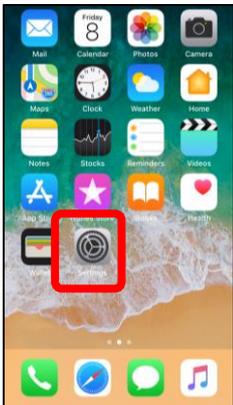
\*This setting will also allow you to transfer data such as photos and music.

# iPhone (Importing Your Address Book/Data Using iCloud)

1

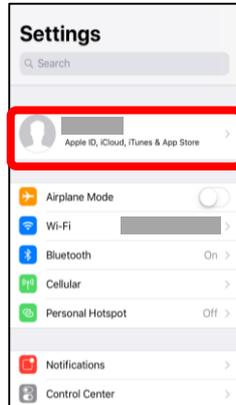
Back up your data from your current smartphone to iCloud

1



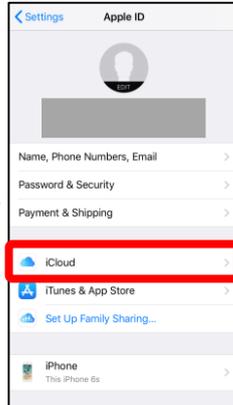
From the home screen, tap "Settings."

2



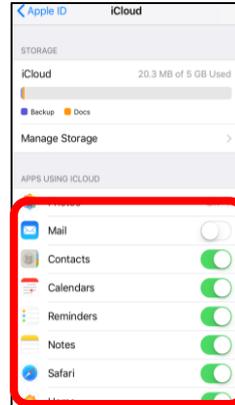
Tap on your device profile.

3



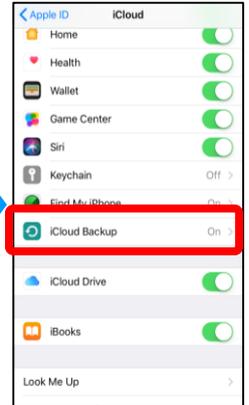
Tap on "iCloud."

4



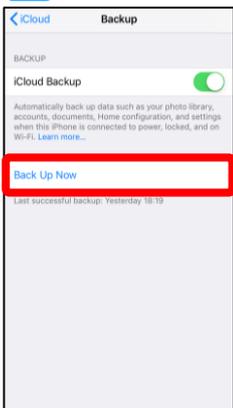
Choose the items you want to save to iCloud.

5



Tap "iCloud Backup."

6



Tap "Back Up Now" and data save will complete.

\*Refer to following page on how to transfer saved data.

## About iCloud



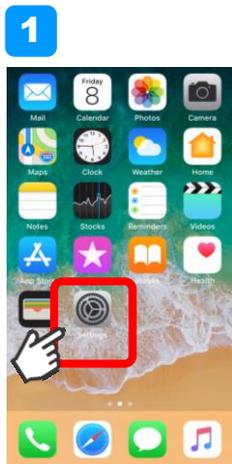
Sync



iCloud saves data online, allowing you to sync your address book, music, videos, apps, and other data to any device you log in to.

## 2

# Transferring your data from iCloud to your new smartphone



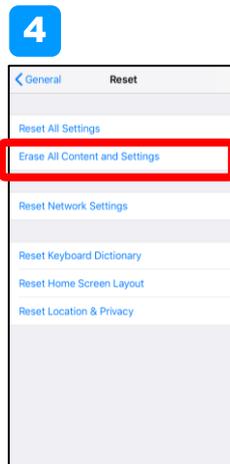
From the home screen, tap "Settings."



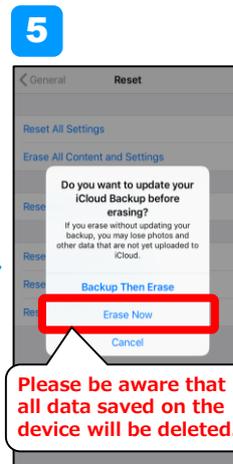
Tap "General."



Tap "Reset."



Tap "Erase All Content and Settings."



Please be aware that all data saved on the device will be deleted.

Tap "Erase Now."



Once iPhone has re-started, press the home button.



Select "English."



Select "Japan."

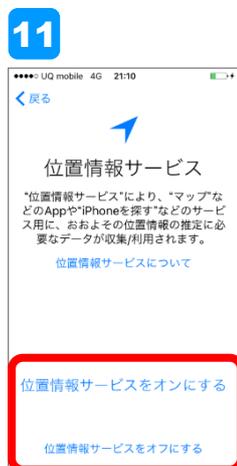


Select your desired keyboard and tap "Next."



\*If you are not using Wi-Fi, tap "Use Cellular Connection."

Connect to your Wi-Fi network.



Select "On" or "Off" for Location Services and tap "Next."



Tap "Restore from iCloud Backup."



Enter Apple ID and password.



Tap "Agree."



Select desired backup and backup restore will complete.

# 8

## Setting Up Social Media Apps



To ensure a safe and satisfying UQ mobile user experience, we will introduce major social media apps and apps to protect children online. Please set up as necessary.

### Setting up LINE

The information listed on this page was verified and written independently by UQ mobile. LINE is a service provided by LINE Corporation. Specifications of service are subject to change without notice.

**1**



From Google Play or App Store search for "LINE" and install. Open LINE and tap "Sign up."

**2**



**To create using a phone number (your current number)**  
**If you did not include the Voice Call Plan when signing up, select "Login with Facebook"**

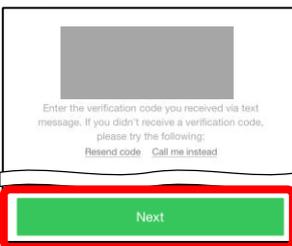
Enter the UQ mobile phone number (your current number). Review the Terms of Service and tap "Verify phone number."

**3**



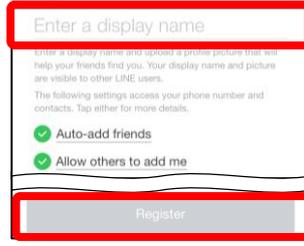
Review the phone number displayed (your current number) to make sure there are no errors and tap "OK."

**4**



Confirm and enter the verification code sent via SMS and tap "Next."

**5**



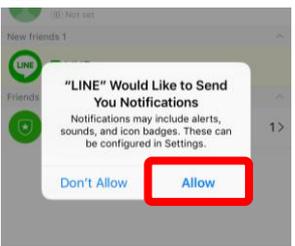
Enter your User Name. Adjust the "Add Friends" settings as needed, and tap "Register."

**6**



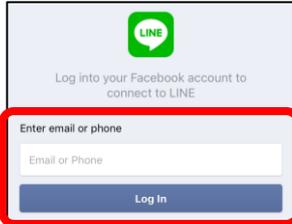
On the age verification screen, tap "Don't verify age."

**7**



Tap "Allow."

**Login with Facebook**



From the new registration screen, tap "Login with Facebook." Enter your email address or phone number registered with your Facebook account and password, and tap "Log In." Then follow the instructions on screen to complete set up.

# 9

## My Page (my UQ mobile) Guide



Access My Page (my UQ mobile) to view your bill and contract plan details in just a few taps, at any time.

### my UQ mobile features

#### On Your Charges

##### Bill Details

Review itemized charges on your monthly bill.

##### Data Charges

Review monthly data charges.

##### Voice Call Usage Details

Review your monthly voice call usage details.

##### Data Usage Details

Review your monthly data usage details.

\*To view usage details, you must be subscribed to this option.

#### On Your Contract Plan

##### View/Change Contract Plan

View contract plan details or change your bill plan.

##### View/Change Account Holder Details

View/change your account holder details.

##### View/Change Billing Information

View/change your billing information or payment method.

##### Change Your Password

Change your my UQ mobile login password.

##### Account Overview

View your account details.

### Logging into my UQ mobile



1 Open the "設定" tab and create your my UQ mobile ID and password.



2 Tap "My UQ" at the top of the UQ homepage.



3 Tap "my UQ mobile."



4 Enter my UQ mobile ID and password.

Enter ID and password.  
Initial ID: Your 10-digit receipt number  
Password: Your 4-digit PIN number

Log in from the UQ homepage  
Visit <http://www.uqwimax.jp/>



Or scan here to access now!



5 Login complete.

Sample: Review Contract Plan Information



Review your latest (previous month's) charges.

Review your current bill plan or change your bill plan.



Review current month's data usage.



# UQ mobile portal app

The UQ mobile portal app allows you to easily check your data balance and switch the turbo feature on or off. Download when you are setting up your phone to make the most of these features.

\*Already installed on UQ mobile devices.

\*Screens shown below are from versions as of July 2017.

## UQ mobile Portal App Features

### Check Your Data Balance

Check current month's data usage and balance.

### Data Top-up

- Purchase additional data.
- View your data top-up history.

### Switch to Data-Saving Mode

Use the widget to switch on the data-saving feature.

### Log in to my UQ mobile

Use my UQ mobile to review contract plan details.

## How to Download

- Android™ OS  
⇒Download from the **Play Store**.



- iPhone (iOS)  
⇒Download from the **App Store**.



UQ mobile portal app



## UQ mobile portal app display

### Check your data balance / Switch on data-saving features

- Check your data balance / Switch your data transmission speeds (turn turbo feature on or off)

**Easily check your data balance!**

Check your data balance

**Turbo feature**

**Switching to data-saving mode.**

### Log in to my UQ mobile

- my UQ mobile Features (Review/Change your contract plan details)

**Log-in Screen**

### Data Top-up (Additional Data Purchases/Top-up History)

- Additional Data Purchases  
You can purchase additional data in 100MB/500MB bundles.

- Data Top-up History  
You can review your purchase history of additional data.

### Widget Feature

- Widget Feature

\*For more on the widget feature, see p.25.

**From the home screen, you can always check your data balance and switch modes.**

# Using the data-saving mode (setting up the widget)

UQ mobile allows you to switch between high-speed mode (high speed transmission) and data-saving mode (low speed transmission), to keep you from using up too much data. Data-saving mode will still allow you to browse the internet, so learn to master switching between modes to make the most of your online experience.

## Recommended ① Switch modes using the UQ mobile portal app



Tap to open the portal app.

Tap the bottom right button to switch.

Switch between "High-Speed" and "Data-Saving"

### ■ Differences between each mode

★For the Pittari Plan (Right Fit Plan) or Oshaberi Plan (Chat Plan)

Mode	Data Transmission Speed	Data Capacity
High-speed (Turbo On)	Max Receiving Speed 225Mbps*	Does use
<b>Data-saving (Turbo Off)</b>	Max Receiving Speed 300Kbps*	Does not use

Suitable for using LINE and viewing mainly text websites. For playing videos, etc., we recommend switching to "High-speed."

\*Maximum receiving speeds will vary according to type of device used.

★Set up widget to display and operate sections of the app on the home screen.

### \*Android

#### Adding the Widget

- Press down on an empty part of the home screen.
- The home screen settings menu will appear.
- Tap "Widget"
- The "Widget List" will display.
- From the list, select "UQ mobile portal app."
- **The widget added will appear on the home screen.**

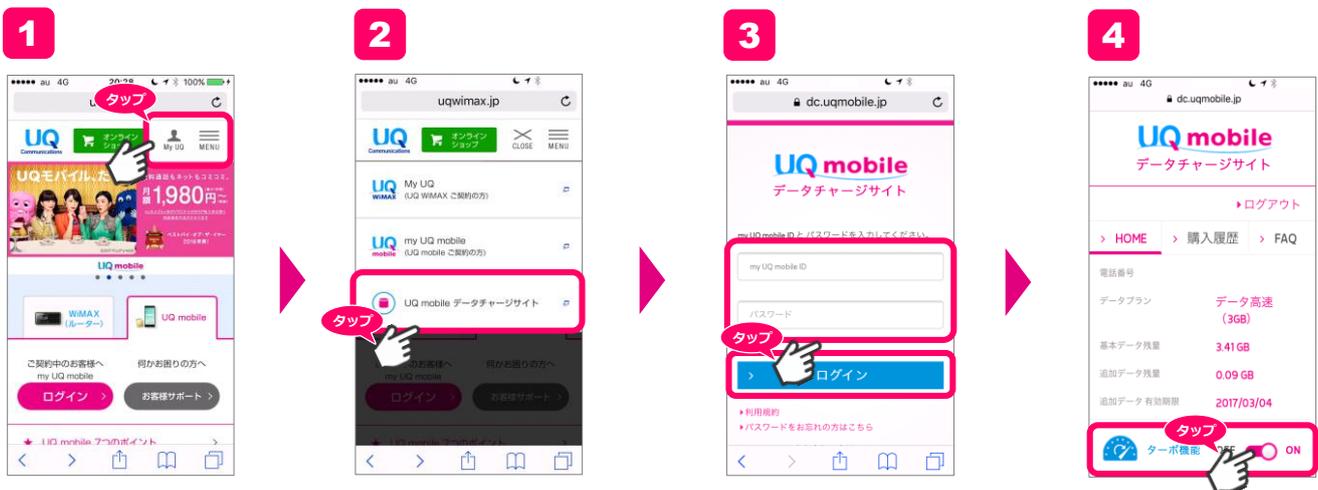


#### Turn widget Turbo On (High-speed)



Tap to switch Tap to refresh

## ② Switch modes using the website



Tap "My UQ" from the top right of the UQ homepage.

Tap "UQ mobile Data Top-up Site."

Enter your ID and password to log in.

Manage the Turbo feature using the on and off switch.

# How to top up data

When you have used up all of your data, you can top up data to purchase additional data. Get familiar with this feature, so you'll know what to do in case you ever run out of data. **\*During "More Data" campaigns, you may add extra data free of charge up to a monthly fixed rate, but must follow the top up data steps yourself.**

## Checking Your Data Balance



\*Open the application and select update to view the latest information.

**Your basic data balance, including your rollover from the previous month.**

\*Data remaining from your previous month of usage, up to the basic data capacity, will rollover to the next month. Ex.) For Data Speed (7GB), 7GB will be the cap.

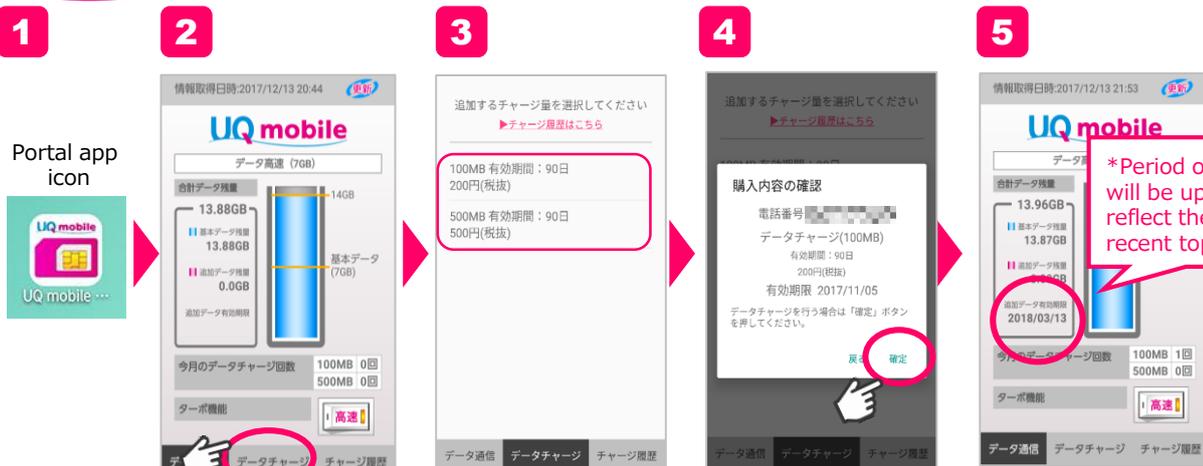
\*Data will be used in the order of: Rollover Data > Basic Data > Additionally Purchased (Top-up) Data.

**Balance of additionally purchased (top-up) data.**

**Additionally purchased (top-up) data is available for 90 days.**

\*Will be updated to reflect the most recent top-up date.

## Recommended ① Top up with the UQ mobile portal app (Or top up from the website) For details, visit the UQ homepage.



Tap to open the portal app.

Tap "Top Up Data."

Select 100MB or 500MB.

Review the details and tap "Confirm."

After purchase is complete, the amount of additional data purchased and period of validity will be displayed.

## ② Data Top-up History Display



Tap to open the portal app.

Tap "Data Top-up History."

Tap "All."

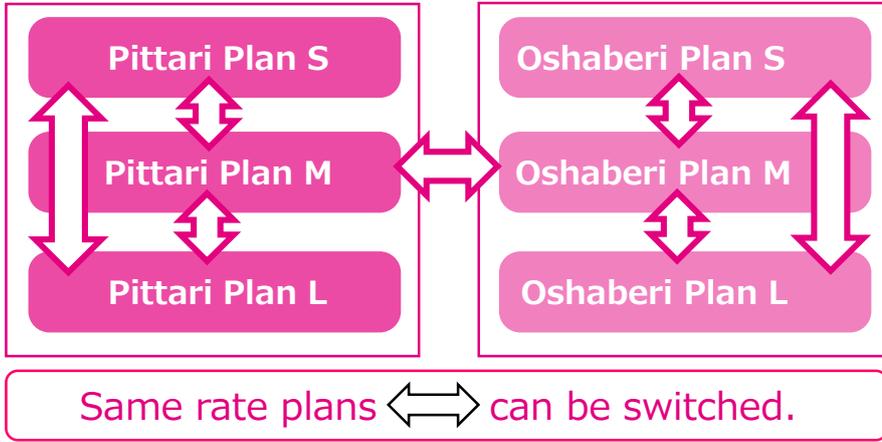
A list detailing your data top-up history will appear.

# How to view/change your bill plan

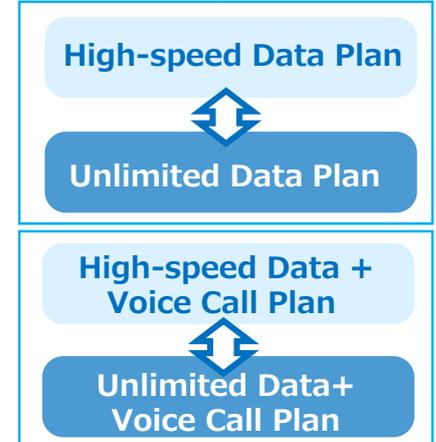
UQ mobile allows you to change your bill plan according to your usage needs. Choose the plan best suited for your current needs.

\*Possible options may depend on your contracted plan. Review your contracted plan before making any changes.

## Pittari Plan (Right Fit Plan) or Oshaberi Plan (Chat Plan)



## SIM Card Only Plans



\*Plan changes will not incur penalty fees. \*Plan changes will become effective the month following date of application.  
 \*If you will need to change your SIM card (for VoLTE custom and other SIM cards, etc.) contact the Customer Center (see back page).

## You can use my UQ mobile to change your bill plan!

- Portal app icon. Log in to my UQ mobile through the portal app or the website.
- Tap "Contract Plan Details" at the top.
- Tap "View/Change Contract Plan Details."
- Tap "Details" to view more on your currently contracted plan.
- Tap "Change Plan."
- Your available bill plan options will appear in the pull-down menu.
- Select the plan you would like to switch to.
- Make sure that you review the Agreement and Terms of Use.
- Check "Agree" and tap "Next."
- Tap "Change."
- Your bill plan change request is complete.\*

\*Change will be effective from the following month.

# To Contact



## UQ Customer Center

**TEL** **0120-977-062** (Toll-free)  
9:00-21:00(365 days a year)

**WEB** <http://www.uqwimax.jp/english/mobile/>



UQ Communications Inc./UQ mobile Okinawa Corporation

**Note:** \*Services listed are subject to change without notice. (As of January 2018)

