Global SIM Link

FAQs

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Contents

1 FAQs

- **How Long Is the Inactive Period of an IoT SIM Card? What Are the Card Usage Time and Validity Period?**

- **What Networks Do Carriers Support?**

- **Can I Use an IoT SIM Card on a Phone?**

- **Can I Change the Carrier and Plan for a Purchased IoT SIM Card?**

- **When Will the Cards Be Delivered After I Order? How Can I View Logistics Information?**

- **How Can I Change Fixed Address Information?**

- **Why Is My IoT SIM Card Data Still Unavailable on the Console After I Received the Physical Cards?**

- **Why Is an IoT SIM Card Inserted into a Device Unavailable? Why Is an In-use IoT SIM Card Suddenly Unavailable or Disconnected Frequently?**

- **How Do I Activate My IoT SIM Card After I Inserted It into a Device?**

- **How Can I View the Used Data, Remaining Data, Monthly Usage, and Usage Trend of My IoT SIM Card?**

- **How Do I Query Basic Information About an IoT SIM Card, Such as the Card Number and MSISDN?**

- **Can I Bind a Bound SIM Card to Another Device? How Can I Rebind It?**

- **How Can I View the Cause of IoT SIM Card Suspension?**

- **What Can I Do If My IoT SIM Card Cannot Be Used After I Inserted It into Another Device?**

- **How Do I Resume a Suspended IoT SIM Card or Forward Data Pool?**

- **How Do I Purchase an Add-on for My IoT SIM Card?**

- **How Do I Renew an IoT SIM Card?**

- **How Do I Check Whether an Order Is Added to a Data Pool? What Is the Data Limit of a Pooled SIM Card?**

- **How Can I View the Total Data, Used Data, and Remaining Data of a Data Pool?**

- **Can I Manually Disconnect an IoT SIM Card or Set an Auto Disconnection Threshold for It?**

- **How Do I Create a Secondary Huawei Cloud Account (IAM Account)? How Do I Log In to It and What Permissions Does It Have?**

2 Billing

2.1 When Does an IoT SIM Card Start to Get Billed?

An IoT SIM card gets billed from the time when it is activated (that is, when the system starts to calculate the card usage time).

For physical SIM cards, inactive or test period will not be counted into validity period. When a card gets manually activated (getting inserted into a device or activated on the console) within the inactive/test period or automatically activated after these periods, the system starts to calculate the card usage time. The validity period is the same as the required duration (one or three years) of the order. Data is provided by month based on the purchased plan and is reset in the next month. The billing cycle is by calendar month for China Telecom, China Mobile, and carriers outside the Chinese mainland. China Unicom bills from the 27th of the previous month to the 26th of the current month.

2.2 How Long Is the Inactive Period of an IoT SIM Card? What Are the Card Usage Time and Validity Period?

Generally, the inactive period of physical SIM cards is six months. This period will not be counted into the validity period. Physical SIM cards of carriers outside the Chinese mainland do not have the inactive period. When a card gets manually activated (getting inserted into a device and powered on or activated on the console) within the inactive period or automatically activated after six months, the system starts to calculate the card usage time. The validity period is the same as the required duration (one or three years) of the order. Data is provided by month based on the purchased plan and is reset in the next month. The billing cycle is by calendar month for China Telecom, China Mobile, and carriers outside the Chinese mainland. China Unicom bills from the 27th of the previous month to the 26th of the current month.

2.3 How Long Is the Test Period of an IoT SIM Card Provided by Carriers Outside the Chinese mainland? What Are the Card Usage Time and Validity Period?

For physical SIM cards from carriers outside the Chinese mainland, a test period of six months is provided (inactive period is not available). This period will not be counted into the validity period. When a SIM card gets manually activated (getting inserted into a device and powered on or activated on the console) within the test period or automatically activated after six months, the system starts to calculate the card usage time. The validity period is the same as the required duration (one or three years) of the order. Data is provided by month based on the purchased plan and is reset in the next month. The billing cycle is by calendar month for China Telecom, China Mobile, and carriers outside the Chinese mainland. China Unicom bills from the 27th of the previous month to the 26th of the current month.

2.4 When Does the Validity Period of an IoT SIM Card Start to Be Counted? Is It from the Time When the Card Is Activated or from the Time When the Order Is Placed?

From the time when the card is activated. The validity period is the same as the required duration of the order.

3 Restrictions

3.1 What SIM Card Types Does GSL Provide?

Currently, only physical SIM cards are available.

3.2 What Are the High-Risk Areas for GSL?

Only IoT SIM cards of local carriers can be used the following high-risk areas:

Table 3-1 High-risk areas for China Mobile IoT SIM card

Province	City
Fujian	Longyan, Anxi, and Nanjing
Guangdong	Maoming and Raoping
Guangxi	Binyang and Luchuan
Hainan	Dongfang and Yanzhou
Hebei	Fengning
Henan	Shangcai
Hubei	Xiaochang and Xiantao
Hunan	Shuangfeng
Liaoning	Anshan
Inner Mongolia	All
Jiangxi	Yugan
Sichuan	Deyang
Tibet	All

Province	City
Xinjiang	All
Yunnan	Pu'er, Xishuangbanna, Canglin, Dehong, Honghe, and Wenshan

Table 3-2 High-risk areas for China Unicom IoT SIM card

Province	City
Fujian	Longyan, Anxi, and Nanjing
Guangdong	Maoming, Raoping, and Dianbai
Guangxi	Binyang and Luchuan
Hainan	Dongfang and Yanzhou
Hebei	Fengning
Henan	Shangcai
Hubei	Xiaochang, Xiantao, and Xinzhou
Hunan	Shuangfeng
Heilongjiang	Harbin
Liaoning	Anshan
Inner Mongolia	All
Jiangxi	Yugan
Sichuan	Deyang
Tibet	All
Xinjiang	All
Yunnan	Pu'er, Xishuangbanna, Canglin, and Dehong

Table 3-3 High-risk areas for China Telecom IoT SIM card

Province	City
Fujian	Longyan, Anxi, and Nanjing
Guangdong	Maoming and Raoping
Guangxi	Binyang and Luchuan
Hainan	Dongfang and Yanzhou

Province	City
Henan	Shangcai
Hubei	Xiaochang and Xiantao
Hunan	Shuangfeng
Heilongjiang	Harbin
Liaoning	Anshan
Inner Mongolia	All
Jiangxi	Yugan
Sichuan	Deyang
Tibet	All
Xinjiang	All

3.3 What Networks Do Carriers Support?

- China Mobile IoT SIM cards only support 4G networks.
- China Telecom IoT SIM cards only support 4G networks.
- China Unicom IoT SIM cards support both 3G and 4G networks.
- IoT SIM cards of carriers outside the Chinese mainland only support 4G networks.

3.4 Can I Configure Fixed Addresses for an IoT SIM Card After the Purchase Process?

Fixed addresses are only available for physical SIM cards of a card purchase/transfer order with dedicated data. Yes. You can add a fixed address (IP address or domain name) to a card on the order details page. For details, see **Configuring a Fixed Domain Name/IP Address**.

3.5 Can I Configure Dedicated Data for Specified IoT SIM Cards of an Order Separately?

No. Currently, you can only configure dedicated data for all cards in an order at a time.

3.6 Can I Change the Data Type from the Current Dedicated Data to General Data?

No.

3.7 Can I Use an IoT SIM Card on a Phone?

No. GSL provides IoT SIM cards only for authenticated enterprises. These cards can be used for only IoT devices. Internet of Human (IoH) devices or applications cannot be accessed. For IoH scenarios (except mobile phones), buy SMD SIM cards that require individual real-name authentication instead. In this case, you need to provide the device IMEI and a commitment letter to Huawei Cloud.

3.8 Can I Specify the Number Segment for an IoT Card?

No. For details, contact the account manager.

3.9 Why Should I Use GSL Instead of Purchasing SIM Cards Directly from Carriers?

It is time-consuming and difficult to connect to multiple carriers for SIM card management. GSL provides a one-stop card management platform with data analysis function, ensuring lower cost and lighter integration workload for enterprises.

3.10 Can I Return SIM Cards Purchased on GSL?

Physical SIM cards cannot be returned. If you do not renew physical SIM cards before the required duration (one or three years) expires, they will be deregistered automatically.

3.11 Does GSL Have Requirements on Modules?

There is no limitation on the modules for traditional physical SIM cards.

3.12 Can I Manually Disconnect an IoT SIM Card or Set an Auto Disconnection Threshold for It?

You can only manually disconnect a China Telecom SIM card. Auto disconnection threshold is only available for pooled cards of China Unicom and China Mobile and all China Telecom cards.

4 Dedicated Data

4.1 What Protocols for Fixed Domain Names Are Supported?

Currently, GSL supports HTTP, HTTPS, TCP, UDP, and MQTT protocols. To configure other protocols, contact Huawei technical support.

4.2 How Can I Change Fixed Address Information?

If you configure dedicated data for your IoT SIM cards, they can only access preset platforms or systems. For details about the configuration method, see **Configuring a Fixed Domain Name/IP Address**.

4.3 Why Can't I Delete a Fixed Address?

Only the **Not effective**, **Effective**, **Rejected**, and **Changing** fixed addresses can be deleted. Orders configured with dedicated data must retain at least one fixed address.

5 Purchase

5.1 Can I Purchase a Small Number of IoT SIM Cards at a Time?

Note: Currently, free trial is not supported.

- A minimum of 10 cards are required for purchasing test cards with 100 MB monthly data plan. In this case, contact the account manager or **consult online**.
- You can also purchase 10 cards with data plan over 1 GB. Logistics is paid for by the recipient.

5.2 How Can I Request an Invoice?

Go to **Billing Center**, choose **Invoices** in the navigation pane, and perform operations as instructed. If you have any questions about the invoice, contact the **online customer service**.

5.3 Why Are the Prices of Orders with the Same Plan and Quantity Different?

The purchase discount varies for different promotions.

5.4 Can I Change the Carrier and Plan for a Purchased IoT SIM Card?

The carrier or plan cannot be changed.

5.5 Can I Purchase an NB-IoT Card?

Currently, GSL does not provide NB-IoT cards.

5.6 Can I Use an IAM Account to Purchase IoT Data?

Yes, but the IAM account must have the **GSL FullAccess** permission, and the creation, payment, and viewing of orders require authorization from the Billing Center (BSS). Therefore, you also need to ensure that the system permissions related to the BSS service have been added to the account. If you do not have the permissions, contact the master account administrator to add.

5.7 How Do I Purchase an Add-on for My IoT SIM Card?

Perform the following operations based on the site requirements:

- Purchase a monthly add-on for a card or data pool.
  - Card add-on: see **Subscribing to a Card Add-on**.
  - Pool add-on: see **Subscribing to a Forward Data Pool Add-on**.
- Extend the validity period of a card. For details, see **Renewing an IoT SIM Card**.

5.8 Can I Purchase an Add-on for My SIM Card After the Data Was Used Up?

You can purchase a monthly add-on to increase the plan data. Add-ons are only available for physical SIM cards of China Telecom, China Unicom, and China Mobile.

You can purchase the following add-ons based on the site requirements:

- Card add-on: see **Subscribing to a Card Add-on**.
- Pool add-on: see **Subscribing to a Forward Data Pool Add-on**.

5.9 Can I Return My SIM Card Because the Data Plan Is Not Enough? Or How Can I Solve This Problem?

IoT SIM cards without quality issues cannot be returned. Solution:

You can add the card to a forward data pool to share data with other cards. If the total data of an existing data pool is not enough, buy more cards and add them to the pool.

6 Logistics

6.1 When Will the Cards Be Delivered After I Order? How Can I View Logistics Information?

After the payment is successful, cards will be shipped within about 10 working days.

📖 NOTE

Cards will be shipped within six weeks for China Mobile industrial IoT SIM cards with plans of over 100 MB.

Go to the **Orders and Renewal** page to check logistics information. It is displayed only when the order status is **Shipped** or **Completed**.
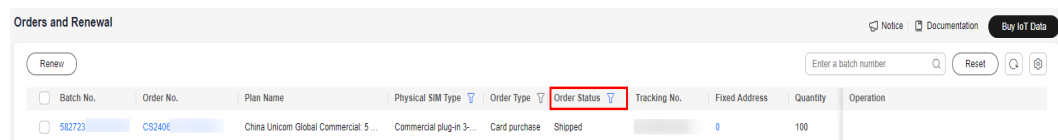
Click a batch number to go to the order details page. You can view the courier and tracking number.
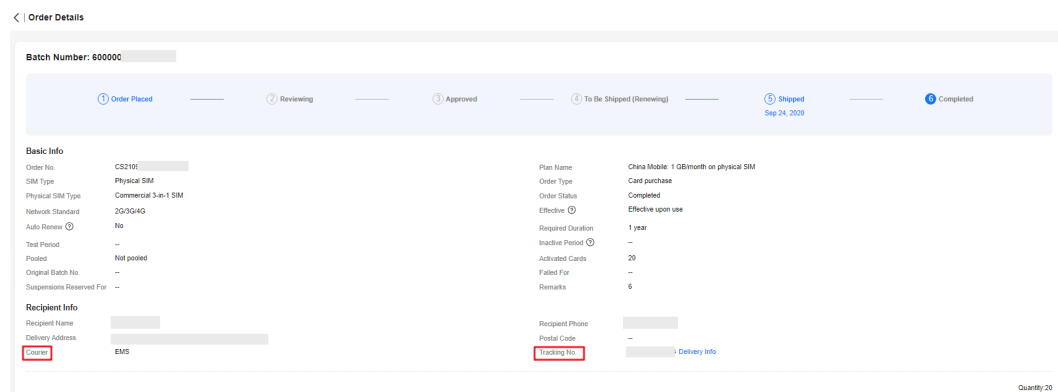
7 Activation

7.1 How Do I Activate My IoT SIM Card After I Inserted It into a Device?

Check whether the device is compatible with the network supported by the SIM card.

- China Mobile IoT SIM cards only support 4G networks.
- China Telecom IoT SIM cards only support 4G networks.
- China Unicom IoT SIM cards support both 3G and 4G networks.
- IoT SIM cards of carriers outside the Chinese mainland only support 4G networks.

If the activation fails, contact Huawei technical support.

Automatic Activation After Being Inserted into a Device and Powered On

An IoT SIM card will be automatically activated after being inserted into the device and powered on. This process usually takes about 30 seconds.

If a device does not work for a long time (for example, more than 10 minutes), you can set its APN (case-insensitive) and check whether the device works properly.

- For a China Mobile IoT SIM card, set both the name and APN to cmiot.
- For a China Telecom IoT SIM card, set both the name and APN to **ctnet**.
- For a China Unicom SIM card, set both the name and APN to scuiot.

If the device still cannot work normally, contact Huawei technical support.

Activation on the Console

You can log in to the GSL console to view all SIM cards on the **SIM Cards** page.

You can activate a **Testable** or **Activatable** physical SIM card by clicking **Activate** in the **Operation** column. The request will be processed within one or two working days. The card status becomes **In use** after the activation.

Activating Cards in Batches

The total effective data of the forward data pool depends on the number of activated cards. You can activate physical SIM cards in the pool in batches.

On the **Forward Data Pools** page, click **Batch Activate** in the **Operation** column.
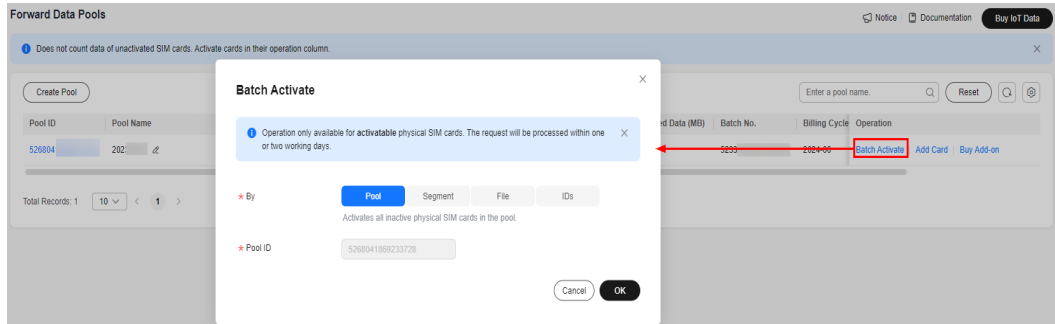
GSL provides four batch activation modes.

Table 7-1 Batch activation modes

Mode	Description
Pool	In this mode, the system activates all inactive physical SIM cards in the pool. Click **OK** and wait for the request to be processed.
Segment	In this mode, the system activates physical SIM cards in the pool according to their start and end numbers. Enter the start number and end number as required, click **OK**, and wait for the request to be processed. **NOTE** Enter only digits. The container IDs between the start number and end number must be consecutive and the corresponding cards cannot be activated.
File	In this mode, the system activates physical SIM cards in the pool based on the file. Download the template file, edit and upload it as required, click **OK**, and wait for the request to be processed. **NOTE** The **SIM Card Status** column in the template is for reference only. The system activates SIM cards in batches based on the uploaded **Container ID** column.
IDs	In this mode, the system activates physical SIM cards in the pool based on input IDs. Enter container IDs as required, click **OK**, and wait for the request to be processed. **NOTE** A container ID can contain only digits.

8 Data Querying

8.1 How Can I View the Used Data, Remaining Data, Monthly Usage, and Usage Trend of My IoT SIM Card?

You can log in to the GSL console to view all SIM cards on the **SIM Cards** page. **Used Data** and **Remaining Data** will be displayed in the list.

- **Used Data (MB)**

  Only the used data of activated (**In use** or **Suspended**) cards is displayed. The statistics of used data were updated at 24:00 yesterday. To check real-time data usage, click the refresh icon in the used data column.

- **Remaining Data (MB)**

  Only the remaining data of activated (**In use** or **Suspended**) cards is displayed. A negative value indicates the excess data.

  Click a container ID to go to the SIM card details page. On the **Usage Statistics** tab page, query the monthly usage statistics and the usage trend of the current and last months.

- **Monthly**

  Displays monthly usage statistics of SIM card plans in six months.

- **Trend**

  Displays the daily usage trend and usage details of SIM card plans in two months.

8.2 How Often Is the Data Usage of an IoT SIM Card Updated?

The SIM card status and data statistics are updated at 24:00 yesterday. To check real-time data usage, click the refresh icon in the **Used Data (MB)** column on the SIM Cards page.

The data pool usage is updated every hour. To check real-time data usage, click the refresh icon.

- On the **Forward Data Pools** page, click the refresh icon in the **Remaining/ Used Data (MB)** column.

- On the **Backward Data Pools** page, click the refresh icon in the **Used Data (MB)** column.

9 IoT SIM Card Management

9.1 How Do I Query Basic Information About an IoT SIM Card, Such as the Card Number and MSISDN?

When the order becomes **Completed**, you can log in to the GSL console, and go to the **SIM Cards** page to view the basic information about the SIM card.

9.2 How Do I Bind a SIM Card to a Device?

GSL enables the device-SIM binding function for IoT SIM cards. When a SIM card is inserted into device A for the first time and activated successfully, the card is automatically bound to device A.

9.3 Can I Bind a Bound SIM Card to Another Device? How Can I Rebind It?

Yes.

GSL enables the device-SIM binding function for IoT SIM cards. When a SIM card is inserted into device A for the first time and activated successfully, the card is automatically bound to device A. If this card is then inserted into device B, the card will be suspended due to device-SIM separation. (Note: China Telecom SIM card will be disconnected from the network but its status is still **In use**.) You need to apply for device-SIM rebinding to resume the card. The following describes the solutions to the device-SIM separation problem for different carriers:

- China Mobile: The SIM card status displayed on the **GSL console** is **Suspended (due to violation)**. In the navigation pane, choose **SIM Cards** > **Card List**. In the **Operation** column of the target card, click **More**, select **Rebind Device**, and select **Ordinary Device-SIM Rebinding** to unbind the card. The card will be unbound within three working days and restored to the **In use** status.

- China Telecom: The SIM card status displayed on the **GSL console** is **In use**. In the navigation pane, choose **SIM Cards** > **Card List**. In the **Operation** column

of the target card, click **More**, select **Rebind Device**, and select **Ordinary Device-SIM Rebinding** to bind the card to the IMEI of the new device (by default). Restart the device 5 minutes after the operation is complete. A card can be unbound at most twice in each calendar month.

- China Unicom: The SIM card status displayed on the **GSL console** is **Suspended (due to violation)**. Submit a request and the request will be processed within one to three working days.

9.4 Do IoT SIM Cards Support General Data?

Yes. The general data can be used to access all domain names and IP addresses. The total monthly data of a single card cannot exceed 100 MB, which will trigger limit control.

9.5 What Are the APNs of Different Carriers?

- China Telecom IoT SIM cards: **ctnet**
- China Unicom IoT SIM cards: **scuiot**
- China Mobile IoT SIM cards: **cmiot**

9.6 How Do I Apply for Replacement of My Lost IoT SIM Card?

Currently, GSL does not support SIM card replacement. Contact technical support for details.

9.7 How Do I Export IoT SIM Card Information?

Log in to the GSL console, go to the **SIM Cards** page, click **Export** above the list to export information of specified or all SIM cards. For details, see **Exporting SIM Card Information**.

9.8 What Are the Differences Between NB-IoT SIM Cards and Common IoT SIM Cards?

The network standards are different. NB-IoT SIM cards use the NB-IoT network standard, while common IoT SIM cards use the 2G/3G/4G network standard.

9.9 How Long Does It Take to Process Requests for Batch Operations?

It depends on the carrier. For China Telecom and China Unicom, the period is one to two working days. For China Mobile, the period may be one to two working days or even one week.

9.10 Why Is My IoT SIM Card at Work Still in Testable or Activatable Status on the Console?

1. Test data is configured for the test order. If the test data is not used up, the card does not become **In use**.

2. The card status on the console is not updated. Wait for about one day and check again.

Contact Huawei technical support when necessary.

9.11 For a SIM Card That Requires Real-Name Authentication But Has not Complete It, What the Card Status Will Be If I Insert It into a Device and Power It On? Will the Usage Time Be Counted?

Suspended (due to violation). At this time, the usage time has been counted.

9.12 For a SIM Card Suspended Due to Violation, Can I Resume It After Completing the Real-Name Authentication and Power It On?

Yes. The card status becomes **In use** after the authentication.

9.13 Why Is My IoT SIM Card Data Still Unavailable on the Console After I Received the Physical Cards?

For faster delivery, GSL submits card configurations to the carrier and delivers the cards at the same time. The carrier may not yet synchronize the SIM card data with Huawei after cards arrive. If the card data is unavailable for a long time after the arrival, contact Huawei technical support.

9.14 How Do I Reset the Network of an IoT SIM Card?

On the **SIM Cards** page, find the SIM card and click **Suspend** in the **Operation** column. Refresh the page 15 minutes later and click **Resume** in the **Operation** column.

9.15 Why Is the Network Signal of an IoT SIM Card Weak?

Network signals are related to the coverage of local base stations, nearby interference, and devices.

10 Unavailable Status/Suspension/Resumption

10.1 Why Is an IoT SIM Card Inserted into a Device Unavailable? Why Is an In-use IoT SIM Card Suddenly Unavailable or Disconnected Frequently?

Why Is an IoT SIM Card Inserted into a Device Unavailable?

1. Check whether the device is compatible with the network supported by the SIM card.
   - China Mobile IoT SIM cards only support 4G networks.
   - China Telecom IoT SIM cards only support 4G networks.
   - China Unicom IoT SIM cards support both 3G and 4G networks.
   - IoT SIM cards of carriers outside the Chinese mainland only support 4G networks.

2. You can set APN (case-insensitive) for the device, restart it, and check whether it works properly again.
   - For a China Mobile IoT SIM card, set both the name and APN to **cmiot**.
   - For a China Telecom IoT SIM card, set both the name and APN to **ctnet**.
   - For a China Unicom SIM card, set both the name and APN to **scuiot**.

3. Check whether data roaming is enabled.

4. Check whether the IoT SIM card is in use on the **SIM Cards** page. If the card is not activated, manually activate it. For details, see **How Do I Activate My IoT SIM Card After I Inserted It into a Device**.

5. GSL provides IoT SIM cards only for authenticated enterprises. These cards can be used for only IoT devices. Internet of Human (IoH) devices or applications cannot be accessed. IoH devices include mobile phones, tablets, and routers. IoH applications include social networking, shopping, and video applications and websites.

6. If you have configured dedicated data for the SIM card, ensure you add correct and complete fixed domain names/IP addresses.

7. Only IoT SIM cards of local carriers can be used in Xinjiang, Tibet, Guangxi, Yunnan, and Inner Mongolia. Check whether you have bought correct SIM cards.

Why Is an In-use IoT SIM Card Suddenly Unavailable?

- Check whether the card is suspended on the **SIM Cards** page. For details, see **How Can I View the Cause of IoT SIM Card Suspension**.

- See **What Can I Do If My IoT SIM Card Cannot Be Used After I Inserted It into Another Device**.

- If you have not removed the card from the bound device, restart the device and check whether the card works properly again. This fault could be caused by the interrupted data transmission.

If the problem persists, contact Huawei technical support.

Why Is an In-use IoT SIM Card Disconnected Frequently?

Possible causes:

1. The fixed address information is not added for the SIM card configured with dedicated data.

2. The network module of the device is incompatible.

Solutions:

1. Add a **fixed address** to the SIM card, wait until it takes affect and restart the device.

2. After the card is unbound, replace the network module and perform a test.

10.2 How Can I View the Cause of IoT SIM Card Suspension?

Viewing Suspension Causes

You can log in to the GSL console to view all SIM cards on the **SIM Cards** page. The suspension cause is displayed in the **SIM Card Status** column.

- **Suspended**: The card is disconnected from the network. Here are the possible causes:
  - **Suspended (data used up)**: If the plan data is used up, a card is automatically disconnected from the network.
    - Add-ons of the current month are available.
    - The card status automatically becomes **In use** in the next month.
  - **Suspended (data threshold met)**: If the data threshold set by the user is reached, a card is automatically disconnected from the network.
    - For pooled cards of China Unicom and China Mobile and all China Telecom physical cards, you can click **More** in the **Operation** column

on the SIM card list page and change the threshold to restore the cards.

- The card status automatically becomes **In use** in the next month.

- **Suspended (pool data used up)**: For cards in the same data pool, if the used data exceeds the total data of the cards, all cards are automatically disconnected from the network.

  - You can activate other unactivated cards in the pool to increase the pool data quota.

  - You can purchase cards with the same plan as the pooled cards and add them to the pool to increase the pool data quota.

  - The pool data quota is restored in the next month.

- **Suspended (plan expired)**: If a card expires and is not renewed, the network is automatically disconnected and the card is deregistered.

- **Suspended (manually)**: If you suspend a card manually on the GSL platform, you can resume the card on the platform.

- **Suspended (due to violation)**: If a card is separated from a device, used in the mobile phone, or used in high-risk areas, the card will be suspended. In this case, contact Huawei technical support.

- **Suspended (data pool frozen)**: A card in a backward data pool is suspended due to account arrears. You can recharge the account in Billing Center to resume the card.

- **Suspended (backward pool threshold met)**: If you enable an automation rule for a backward data pool, set the trigger to backward data pool usage and the action to card suspension, so when the pool data threshold is reached, all cards in this pool will be suspended. The card status automatically becomes **In use** in the next month.

10.3 How Can I Resume an IoT SIM Card Suspended Because I Use It in a Phone?

Do not use an IoT SIM card in a phone. It cannot be resumed.

10.4 What Can I Do If My IoT SIM Card Cannot Be Used After I Inserted It into Another Device?

GSL enables the device-SIM binding function for IoT SIM cards. When a SIM card is inserted into device A for the first time and activated successfully, the card is automatically bound to device A. If this card is then inserted into device B, the card will be suspended due to device-SIM separation. (Note: China Telecom SIM card will be disconnected from the network but its status is still **In use**.) You need to apply for device-SIM rebinding to resume the card. The following describes the solutions to the device-SIM separation problem for different carriers:

- China Mobile: The SIM card status displayed on the **GSL console** is **Suspended (due to violation)**. In the navigation pane, choose **SIM Cards** > **Card List**. In the **Operation** column of the target card, click **More**, select

Rebind Device, and select **Ordinary Device-SIM Rebinding** to unbind the card. The card will be unbound within three working days and restored to the **In use** status.

- China Telecom: The SIM card status displayed on the **GSL console** is **In use**. In the navigation pane, choose **SIM Cards** > **Card List**. In the **Operation** column of the target card, click **More**, select **Rebind Device**, and select **Ordinary Device-SIM Rebinding** to bind the card to the IMEI of the new device (by default). Restart the device 5 minutes after the operation is complete. A card can be unbound at most twice in each calendar month.

- China Unicom: The SIM card status displayed on the **GSL console** is **Suspended (due to violation)**. Submit a request and the request will be processed within one to three working days.

10.5 How Do I Resume a Suspended IoT SIM Card or Forward Data Pool?

You can purchase data add-ons. For details, see **Subscribing to a Card Add-on** and **Subscribing to a Forward Data Pool Add-on**.

10.6 How Can I Resume a Suspended SIM Card?

Viewing Suspension Causes

You can log in to the GSL console to view all SIM cards on the **SIM Cards** page. The suspension cause is displayed in the **SIM Card Status** column.

- **Suspended**: The card is disconnected from the network. Here are the possible causes:
  - **Suspended (data used up)**: If the plan data is used up, a card is automatically disconnected from the network.
    - Add-ons of the current month are available.
    - The card status automatically becomes **In use** in the next month.
  - **Suspended (data threshold met)**: If the data threshold set by the user is reached, a card is automatically disconnected from the network.
    - For pooled cards of China Unicom and China Mobile and all China Telecom physical cards, you can click **More** in the **Operation** column on the SIM card list page and change the threshold to restore the cards.
    - The card status automatically becomes **In use** in the next month.
  - **Suspended (pool data used up)**: For cards in the same data pool, if the used data exceeds the total data of the cards, all cards are automatically disconnected from the network.
    - You can activate other unactivated cards in the pool to increase the pool data quota.

- You can purchase cards with the same plan as the pooled cards and add them to the pool to increase the pool data quota.

- The pool data quota is restored in the next month.

- **Suspended (plan expired)**: If a card expires and is not renewed, the network is automatically disconnected and the card is deregistered.

- **Suspended (manually)**: If you suspend a card manually on the GSL platform, you can resume the card on the platform.

- **Suspended (due to violation)**: If a card is separated from a device, used in the mobile phone, or used in high-risk areas, the card will be suspended. In this case, contact Huawei technical support.

- **Suspended (data pool frozen)**: A card in a backward data pool is suspended due to account arrears. You can recharge the account in Billing Center to resume the card.

- **Suspended (backward pool threshold met)**: If you enable an automation rule for a backward data pool, set the trigger to backward data pool usage and the action to card suspension, so when the pool data threshold is reached, all cards in this pool will be suspended. The card status automatically becomes **In use** in the next month.

Resumption on the Console

You can resume a **Suspended** physical SIM card by clicking **Resume** in the **Operation** column. The request will be processed within one or two working days. The card status becomes **In use** after the resumption.

Batch Resumption

Go to the **SIM Cards** page and choose **Batch** > **Physical SIM** > **Batch Resume** in the upper part of the page to resume multiple containers in batches. After the resumption is successful, the card status changes to **In use**.

10.7 How Can I Manually Suspend Lost IoT SIM Cards?

Log in to the GSL console and go to the **SIM Cards** page.

Suspension on the Console

You can suspend an **In use** physical SIM card by clicking **Suspend** in the **Operation** column. The request will be processed within one or two working days. The card status becomes **Suspended** after the suspension.

Batch Suspension

Go to the **SIM Cards** page and choose **Batch** > **Physical SIM** > **Batch Suspend** in the upper part of the page to suspend multiple containers in batches. After the suspension is successful, the card status changes to **Suspended**.

10.8 Why Is My SIM Card Still Suspended at the Beginning of a Month?

There is a delay in synchronizing carrier card data. Wait for about three days and check again. If the problem persists, contact Huawei technical support.

10.9 Why Can't I Resume an IoT SIM Card?

Currently, you can only resume the card that you suspended on the **SIM Cards** page. In other cases, see **How Can I View the Cause of IoT SIM Card Suspension**.

11 Account

11.1 How Do I Create a Secondary Huawei Cloud Account (IAM Account)? How Do I Log In to It and What Permissions Does It Have?

See **Getting Started with IAM**.

12 Renewal

12.1 How Do I Renew an IoT SIM Card?

For details, see **Renewing an IoT SIM Card**.

12.2 Is the Renewal Charged Based on the Price and Plan of the Original Order?

Yes. If you have such a requirement, contact your account manager.

12.3 Can I Renew an IoT SIM Card Purchased Directly from a Carrier?

Only IoT SIM cards purchased from Huawei Cloud can be renewed on the GSL console.

12.4 Can I Renew Only Specified IoT SIM Cards of an Order?

Yes. For details, see **Renewing an IoT SIM Card**.

12.5 Can I Change the Carrier or Plan When Renewing an IoT SIM Card?

No.

13 Data Pool

13.1 How Do I Check Whether an Order Is Added to a Data Pool? What Is the Data Limit of a Pooled SIM Card?

Log in to the GSL console, open the **Orders and Renewal** page, and check the **Pooled** column. If the value is **Forward data pool** or **Backward data pool**, the order uses the corresponding data pool.
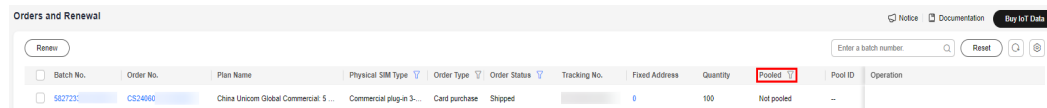
For a SIM card in a forward data pool, its data limit is the same as the effective data of the pool. By default, a SIM card in a backward data pool has no data limit.

Checking Basic Information

Log in to the **GSL** console and choose **Data Pools** > **Forward Data Pools** in the navigation pane.

The basic information of all forward data pools is displayed on the page. You can click ⚙ in the upper right corner to select fields to be displayed. You can also change the forward data pool name and refresh the usage data on this page. Click a pool ID to go to the pool details page. You can view the pool information, activate cards of the pool in batches, add cards to the pool, and buy an add-on for the pool.

Table 13-1 Basic information about the forward data pool

Parameter	Description
Pool ID	A pool ID uniquely identifies a data pool. You can click a pool ID to go to the pool details page and view the list of activated members.

Parameter	Description
Pool Name	You can click ✏ to change the name of the forward data pool.
Total Cards	Total number of cards in the forward data pool. You can use SIM cards in one or more orders to form a forward data pool.
Effective Cards	Total number of activated cards in the forward data pool. Data of inactive SIM cards cannot be shared.
Plan	Monthly data plan specifications of a single SIM card. It is an attribute of the SIM card and data pool.
Effective Data (MB)	Effective data = Number of activated SIM cards in the forward data pool x Monthly data plan specifications of a single SIM card
Remaining/Used Data (MB)	Effective data = Remaining data + Used data. If the remaining data is less than or equal to 0, the plan quota of the forward data pool is used up. In this case, all cards in the forward data pool are suspended and automatically resumed in the next month. You can click the refresh icon to refresh the data usage information.
Batch No.	The batch number is an attribute of an order. For data pools, this field identifies the orders (one or more) that form the data pool.
Billing Cycle	You can click ▽ in the **Billing Cycle** column to select a month to view the data usage.
Status	A data pool can be in use or disabled. After all cards in the order corresponding to the data pool are deregistered, the data pool status changes to disabled. You cannot add a member, subscribe to a data pool add-on, or activate a physical SIM card for a disabled data pool.
Updated	Time when the data usage data of the selected billing cycle is updated.
Billing Cycle Starts	Start time of the selected billing cycle. A billing cycle starts in the first day of a calendar month for China Telecom, China Mobile, and carriers outside the Chinese mainland, and on the 27th day of the previous month for China Unicom.
Billing Cycle Ends	End time of the selected billing cycle. A billing cycle ends in the last day of a calendar month for China Telecom, China Mobile, and carriers outside the Chinese mainland, and on the 26th of the current month for China Unicom.

Basic Information of Backward Data Pool

Log in to the **GSL console** and choose **Data Pools** > **Backward Data Pools** in the navigation pane.

The basic information of all backward data pools is displayed on the page. You can click ⚙ in the upper right corner to select fields to be displayed. You can also click a pool ID to go to the pool details page.

Table 13-2 Basic information of backward data pool

Parameter	Description
Pool ID	A pool ID uniquely identifies a data pool. You can click a data pool ID to go to the pool details page and view the list of activated members.
Pool Name	This feature facilitates backward data pool management.
Status	Backward data pool status. For details, see **Lifecycle**.
Total Cards	Total number of cards in the backward data pool. You can use SIM cards in one or more orders to form a backward data pool.
Effective Cards	Total number of activated cards in the backward data pool. Data of inactive SIM cards cannot be shared.
Used Data (MB)	Total monthly used data of all activated SIM cards in the backward data pool. You can click the refresh icon to refresh the usage information.
Batch No.	The batch number is an attribute of an order. For data pools, this field identifies the orders (one or more) that form the data pool.
Billing Cycle	You can click ▽ in the **Billing Cycle** column to select a month to view the data usage.
Updated	Time when the data usage of the selected billing cycle is updated.
Billing Cycle Starts	Start time of the selected billing cycle. A billing cycle starts in the first day of a calendar month for China Telecom, China Mobile, and carriers outside the Chinese mainland, and on the 27th day of the previous month for China Unicom.

Parameter	Description
Billing Cycle Ends	End time of the selected billing cycle. A billing cycle ends in the last day of a calendar month for China Telecom, China Mobile, and carriers outside the Chinese mainland, and on the 26th of the current month for China Unicom.

Lifecycle

The lifecycle status of the backward data pool is displayed in the **Status** column. The following table describes pool lifecycle stages.

Status	Description
In use	The backward data pool is generated and is in use.
Suspended	The pool is suspended when your account is in the **retention period** or when the pool data threshold is met.
Disabled	If you fail to pay the outstanding amount when the **retention period** ends, your backward data pools will be **Disabled**.

13.2 How Can I View the Total Data, Used Data, and Remaining Data of a Data Pool?

Checking Basic Information

Log in to the **GSL** console and choose **Data Pools** > **Forward Data Pools** in the navigation pane.

The basic information of all forward data pools is displayed on the page. You can click ⚙ in the upper right corner to select fields to be displayed. You can also change the forward data pool name and refresh the usage data on this page. Click a pool ID to go to the pool details page. You can view the pool information, activate cards of the pool in batches, add cards to the pool, and buy an add-on for the pool.

Table 13-3 Basic information about the forward data pool

Parameter	Description
Pool ID	A pool ID uniquely identifies a data pool. You can click a pool ID to go to the pool details page and view the list of activated members.

Parameter	Description
Pool Name	You can click ✏ to change the name of the forward data pool.
Total Cards	Total number of cards in the forward data pool. You can use SIM cards in one or more orders to form a forward data pool.
Effective Cards	Total number of activated cards in the forward data pool. Data of inactive SIM cards cannot be shared.
Plan	Monthly data plan specifications of a single SIM card. It is an attribute of the SIM card and data pool.
Effective Data (MB)	Effective data = Number of activated SIM cards in the forward data pool x Monthly data plan specifications of a single SIM card
Remaining/Used Data (MB)	Effective data = Remaining data + Used data. If the remaining data is less than or equal to 0, the plan quota of the forward data pool is used up. In this case, all cards in the forward data pool are suspended and automatically resumed in the next month. You can click the refresh icon to refresh the data usage information.
Batch No.	The batch number is an attribute of an order. For data pools, this field identifies the orders (one or more) that form the data pool.
Billing Cycle	You can click ▽ in the **Billing Cycle** column to select a month to view the data usage.
Status	A data pool can be in use or disabled. After all cards in the order corresponding to the data pool are deregistered, the data pool status changes to disabled. You cannot add a member, subscribe to a data pool add-on, or activate a physical SIM card for a disabled data pool.
Updated	Time when the data usage data of the selected billing cycle is updated.
Billing Cycle Starts	Start time of the selected billing cycle. A billing cycle starts in the first day of a calendar month for China Telecom, China Mobile, and carriers outside the Chinese mainland, and on the 27th day of the previous month for China Unicom.
Billing Cycle Ends	End time of the selected billing cycle. A billing cycle ends in the last day of a calendar month for China Telecom, China Mobile, and carriers outside the Chinese mainland, and on the 26th of the current month for China Unicom.

Basic Information of Backward Data Pool

Log in to the **GSL console** and choose **Data Pools** > **Backward Data Pools** in the navigation pane.

The basic information of all backward data pools is displayed on the page. You can click ⚙ in the upper right corner to select fields to be displayed. You can also click a pool ID to go to the pool details page.

Table 13-4 Basic information of backward data pool

Parameter	Description
Pool ID	A pool ID uniquely identifies a data pool. You can click a data pool ID to go to the pool details page and view the list of activated members.
Pool Name	This feature facilitates backward data pool management.
Status	Backward data pool status. For details, see **Lifecycle**.
Total Cards	Total number of cards in the backward data pool. You can use SIM cards in one or more orders to form a backward data pool.
Effective Cards	Total number of activated cards in the backward data pool. Data of inactive SIM cards cannot be shared.
Used Data (MB)	Total monthly used data of all activated SIM cards in the backward data pool. You can click the refresh icon to refresh the usage information.
Batch No.	The batch number is an attribute of an order. For data pools, this field identifies the orders (one or more) that form the data pool.
Billing Cycle	You can click ▽ in the **Billing Cycle** column to select a month to view the data usage.
Updated	Time when the data usage of the selected billing cycle is updated.
Billing Cycle Starts	Start time of the selected billing cycle. A billing cycle starts in the first day of a calendar month for China Telecom, China Mobile, and carriers outside the Chinese mainland, and on the 27th day of the previous month for China Unicom.

Parameter	Description
Billing Cycle Ends	End time of the selected billing cycle.
	A billing cycle ends in the last day of a calendar month for China Telecom, China Mobile, and carriers outside the Chinese mainland, and on the 26th of the current month for China Unicom.

Lifecycle

The lifecycle status of the backward data pool is displayed in the **Status** column. The following table describes pool lifecycle stages.

Status	Description
In use	The backward data pool is generated and is in use.
Suspended	The pool is suspended when your account is in the **retention period** or when the pool data threshold is met.
Disabled	If you fail to pay the outstanding amount when the **retention period** ends, your backward data pools will be **Disabled**.

13.3 Can I Add an IoT SIM Card to Data Pool After Card Purchase Process?

- For China Telecom SIM cards, shipped cards cannot be added to data pools.
- For SIM cards of China Mobile, China Unicom, and carriers outside the Chinese mainland, it is recommended that you create a data pool during card purchase process. These carriers may not support pooling after purchase.

13.4 Can I Cancel a Forward Data Pool After the Purchase Process?

No.

13.5 Once a Forward Data Pool Is at Its Monthly Data Usage Limit, Will All Its SIM Cards Be Suspended? How Can I Recharge Data?

Yes. You can activate unactivated physical SIM cards in the pool to increase the total data of the pool. You can also **subscribe to a forward data pool add-on** to increase the total data of the pool in the current month.

Forward data pool add-ons are only available for physical SIM cards of China Telecom, China Unicom, and China Mobile.

13.6 Can I Remove Some of the IoT SIM Cards out of a Forward Data Pool?

No.

13.7 Can I Remove a Pooled SIM Card out of the Data Pool so It Does Not Share Data with Other Cards Any More?

No. You can set data threshold for a single card. Contact Huawei technical support.

13.8 Can I Add SIM Cards of the Same Order to Different Data Pools Separately?

No.

13.9 Can I Only Activate All SIM Cards in a Forward Data Pool at Once?

Data of unactivated SIM cards is not counted for the forward data pool. The system starts to calculate the card usage time and data only after the card is activated.

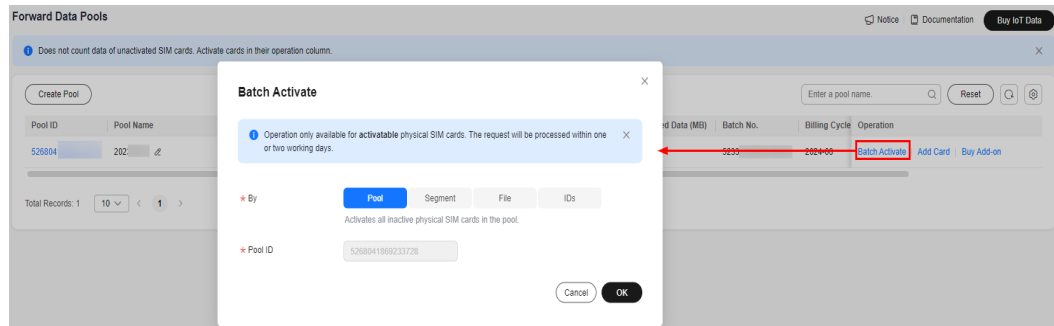You can activate some or all SIM cards in the pool.

13.10 How Can I Activate an IoT SIM Card in a Data Pool?

Log in to the GSL console and go to the **Forward Data Pools** page. Perform the following operations to activate IoT SIM cards in batches.

Activating Cards in Batches

The total effective data of the forward data pool depends on the number of activated cards. You can activate physical SIM cards in the pool in batches.

On the **Forward Data Pools** page, click **Batch Activate** in the **Operation** column.

GSL provides four batch activation modes.

Table 13-5 Batch activation modes

Mode	Description
Pool	In this mode, the system activates all inactive physical SIM cards in the pool. Click **OK** and wait for the request to be processed.
Segment	In this mode, the system activates physical SIM cards in the pool according to their start and end numbers. Enter the start number and end number as required, click **OK**, and wait for the request to be processed. **NOTE** Enter only digits. The container IDs between the start number and end number must be consecutive and the corresponding cards cannot be activated.
File	In this mode, the system activates physical SIM cards in the pool based on the file. Download the template file, edit and upload it as required, click **OK**, and wait for the request to be processed. **NOTE** The **SIM Card Status** column in the template is for reference only. The system activates SIM cards in batches based on the uploaded **Container ID** column.
IDs	In this mode, the system activates physical SIM cards in the pool based on input IDs. Enter container IDs as required, click **OK**, and wait for the request to be processed. **NOTE** A container ID can contain only digits.

13.11 Why Can't I Add an IoT SIM Card to a Data Pool?

Why Can't I Add an IoT SIM Card to a Forward Data Pool?

- Only orders with the same carrier, data type, and plan can form a forward data pool.
- Carrier plan and pricing changes may affect pooling.
- After the pool is successfully created, the pool takes effect in the next month at the latest.

- Test cards cannot form data pools.
- For China Telecom SIM cards, you can only specify the data pool when placing an order.
- For SIM cards of China Mobile and China Unicom, it is recommended that you create a data pool during card purchase process. Carriers do not support pooling after purchase.
- If the pooling fails, contact Huawei technical support.
- Newly purchased China Mobile/Unicom/Telecom physical SIM cards can no longer be added to forward data pools that were formed before November 27, 2024.

Why Can't I Add an IoT SIM Card to a Backward Data Pool?

You can only specify the backward data pool for SIM cards when placing an order. If the pooling fails, contact Huawei technical support.

13.12 Why Is My IoT SIM Card Still Suspended After I Added It to a Forward Data Pool?

There is a latency when data takes effect. Contact Huawei technical support.