



## Chinese telephones and Mobiles

Most Chinese S&E business office desk telephones are no longer used. Most S&M businesses use mobiles.

Large companies still use desk telephone systems.

Mobile calls are increasingly made over social media, such as WeChat. A good internet connection and local Wi-Fi support this. The international internet can slow down during peak loading.

This can create issues with Chinese email addresses and mobile/telephone numbers. You often need help validating which company a person works for using a telephone or email address.

Many old buildings have telephone systems already installed. If you rent a Chinese office, we recommend that you understand any commitment to using the building's telephone systems and the costs for installing/using an internet connection. Chinese commercial buildings often have the right to supply telephone services.

Voice over IP (VoIP) is widespread and cost-effective in China. Chinese VOIP often allows calls to and from overseas, mobiles, etc. Meanwhile, overseas VOIP systems sometimes work in China. However, the international internet for inbound traffic is running erratically. The connection will work well one day and then poorly for the next week.

There are many telephone support services available in China. These include;

- Telephone translation support – call centre to help with translation for your business or when you are travelling
- Customer support – first-line support for your customers
- Sales lines
- Reception services
- Almost all the services you can purchase overseas can be found in China

We recommend you review your telecoms requirements in China directly with China Telecom or China Unicom.

## **China Mobile services**

Chinese mobile services are leading the world in quantity, coverage, and usage.

Most people have a modern mobile, many of which are local Chinese brands.

Most offices, shops, hotels, restaurants, etc., have Wi-Fi, which you can log in to with your social media account or via text.

The Internet costs are much cheaper, approximately \$0.50 per GB.

Many shops, hotels, restaurants, etc., will offer promotions if you share your telephone number or social media account. Social media and text messages are the most effective marketing methods in China.

## **Using an Overseas Mobile in China**

Having internet access on your mobile in China is beneficial for travel information and for handling unfamiliar situations. Many Chinese people are keen to help and are very friendly. The internet will help with translation, maps, etc.

Using an overseas SIM card is not recommended. Depending on the terms of your overseas mobile company, it can be very costly.

We recommend you invest in an international SIM card that offers low rates for data and international telephone calls in China. You can then forward your overseas telephone to your global SIM card while you are in China.