



Information & Resources

China Telecom (Americas) Can No Longer Provide Mobile Service in the United States; CTEExcel Customers Need to Switch to a New Service Provider by January 3, 2022

In light of potential security threats to the nation's telecommunications infrastructure, the Federal Communications Commission has ordered China Telecom (Americas) Corporation (CTA) to discontinue any domestic or international telecommunications services within the United States by **January 3, 2022**. CTA offers consumers mobile service under the brand name "CTEExcel," as a Mobile Virtual Network Operator (MVNO).

How Does the FCC Action Affect CTA's Customers?

CTA customers, which include individuals and businesses currently purchasing CTA's telecommunications services, will need to find other service providers or understand that their service will stop on **January 3, 2022**. As required by the FCC, CTA must stop providing the service by **January 3, 2022**.

What Notice Is CTA Required to Provide Its Customers?

- CTA may notify its CTEExcel customers in writing or by a text message to their mobile number at least 30 days before discontinuing service.
- CTA must provide all other affected customers with written notice of service discontinuance at least 30 days before discontinuing service.

How Can CTEExcel's Customers Stay Connected?

CTEExcel's customers have various other options for domestic and international mobile services, including for calls to China. A partial list of mobile service providers is included below. Contact a provider to learn more about switching your service. In most instances, you will be able to keep your existing phone number when you change service providers. For more information, see the [FCC's Consumer Guide: Porting: Keeping Your Phone Number When You Change Providers](#). CTA may provide you with options for continuing your current services with another provider.

The following list is intended to assist consumers and is not a complete list of all providers. The FCC is not endorsing the products or services of any provider by including the company on this list.

- AT&T: <https://www.att.com/>
- Boost Mobile: <https://www.boostmobile.com/>
- Consumer Cellular: <https://www.consumercellular.com/>
- Cricket Wireless: <https://www.cricketwireless.com/>
- Google Fi: <https://fi.google.com/about/>
- Metro Mobile: <https://www.metrobyt-mobile.com/>
- Mint Mobile: <https://www.mintmobile.com/>
- Spectrum Mobile: <https://www.spectrum.com/mobile>
- Tello Mobile: <https://tello.com/>



- Ting Mobile: <https://ting.com/>
- T-Mobile: <https://www.t-mobile.com/>
- TracFone: <https://www.tracfone.com/>
- Ultra Mobile: <https://www.ultramobile.com/> (Chinese language customer service: 888-777-0446)
- U.S. Cellular: <https://www.uscellular.com/>
- Verizon: <https://www.verizon.com> (Chinese language customer service: 888-878-9188)
- Xfinity Mobile: <https://www.xfinity.com/mobile/>

For additional information on making international calls, see these FCC consumer guides:

- [Check Basic Rates Before Making International Calls](#)
- [International Calling Tip Sheet](#)
- [Surcharges for International Calls to Wireless Phones](#)

The protection of national security is an integral part of the Commission's mission. The FCC [revoked and terminated](#) CTA's authority to provide domestic interstate and international telecommunications services within the United States under section 214 of the Communications Act. This Consumer Guide is available on the FCC's website in English, Simplified Chinese, and Traditional Chinese.

Alternate formats

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