



User SIM Guide

Hello

Thanks for purchasing & welcome to SimsDirect!

This guide is here to help you use your SIM while traveling.



Contact us

We are responsive between **10AM-6PM AEST.**



[@m.me/simsdirect](https://m.me/simsdirect)



[@SimsDirect](https://www.facebook.com/SimsDirect)



help@simsdirect.com.au

Connect with us

We love seeing what our customers get up to!

Say hello to the team and share a picture in the [#travelconnected](#) Facebook group.



[#travelconnected](https://www.facebook.com/groups/travelconnected)

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What's included?

- ✓ 12GB of data
- ✓ 30 days of usage (once activated)
- ✓ 4G/3G Speeds (depends on country)
- ✓ Unlimited calls & texts to UK & European numbers from Europe (not from the UK)
- ✓ Unlimited calls & texts to UK numbers when in the UK
- ✓ New UK Mobile Number
- ✓ Hotspot/Tethering enabled (within Europe)
- ✗ Only works in mobile phones
- ✗ No international calls & texts to Australia
- ✓ Data usable in the following countries

Europe	More Europe	South America	Other
England	Hungary	Brazil	Australia
Ireland	Iceland	Chile	Hong Kong
Northern Ireland	Isle of Man	Colombia	Indonesia
Wales	Italy	Costa Rica	Israel
Scotland	Jersey	El Salvador	Macau
Aland Islands	Latvia	French West	Madeira
Austria	Liechtenstein	Indies	New Zealand
Azores	Lithuania	French Guiana	Reunion
Balearic Islands	Luxembourg	Guadeloupe	Saint Barthelemy
Belgium	Malta	Guatemala	Saint Martin
Bulgaria	Martinique	Nicaragua	Singapore
Canary Islands	Netherlands	Panama	Sri Lanka
Croatia	Norway	Peru	United States
Cyprus	Poland	Puerto Rico	US Virgin Islands
Czech Republic	Portugal	Uruguay	Vietnam
Denmark	Romania		
Estonia	San Marino		
Finland	Slovakia		
France	Slovenia		
Gibraltar	Spain		
Germany	Sweden		
Greece	Switzerland		
Guernsey	Vatican City		

How do I activate?

- 1 **Land** in one of the listed countries
- 2 **Insert** SIM card
- 3 **Turn on 'Data Roaming'**
- 4 **Restart** your device
- 5 You should connect automatically within 5 minutes and your **30 days begin!**

No internet? Check APN settings

If you have activated but your internet is not working. Your device may not have set up correctly.

You will need to **check your APN** (Access Point Names) settings:



Settings > Mobile > Data Options > Mobile Data Network >

Add '**three.co.uk**' in APN & Hotspot



Settings > Wireless & Networks > Access Point Names/Cellular Network >

Add '**three.co.uk**' in APN & Name

Technical issues - What do I do?

There is always the possibility of technical issues with SIM Cards, most can be resolved easily.

1 Ensure you have **followed all activation steps** and **restarted** your device

Sometimes it can take up to 2 hours to activate on rare occasions

2 You will need to **find an internet connection**. Most international airports and hotels have free wifi available.

3 **Reach out to us** for help with the following information:

- Your **phone model** (i.e. iPhone 8, Samsung s8, etc.)
- **Screenshots** of your 'data roaming' and APN settings
- Details about your issue



[@m.me/simsdirect](https://m.me/simsdirect) (recommended)



[@SimsDirect](https://www.facebook.com/SimsDirect)



help@simsdirect.com.au

Please keep in mind that we may be asleep in Sydney.

We are responsive between **10AM-6PM AEDT**.

How do I check my balance?

Dial 333

If that does not work, **create an account** with ThreeUK by following these steps

- 1 Go to www.three.co.uk/My3Account2018/My3Register
- 2 Enter your ThreeUK number and submit

Register

Before you get started:

Enter your phone/device number and we'll text you your password.

You'll need to make sure you've put your SIM for the number you want to register into your device, so that you can receive the text. Otherwise, you might get an error message when you try to register. The text might take a few minutes to come through.

If you're an iPad user or can't receive texts on your device, you'll need to turn off Wi-Fi and reload this page.

Mobile/device number.



- 3 You will receive a text message with your **password** for your My3 account

- 4 Go to www.three.co.uk/My3Account2018/My3Login

- 5 Enter your ThreeUK number and your new password then **login**

Log into My3.

Mobile/device number.



Password

 [Show](#)

[Forgot your password?](#)

- 6 On your My3 account look for '**Check Balance**'

Handy traveller tip!

You can monitor data usage without logging into your My3 account.

Apple devices:

Go to your Settings > Mobile Data

(Some iOS devices may say "Cellular Data" instead)

You will be able to see how much data you've used overseas under the **'Current period roaming'**



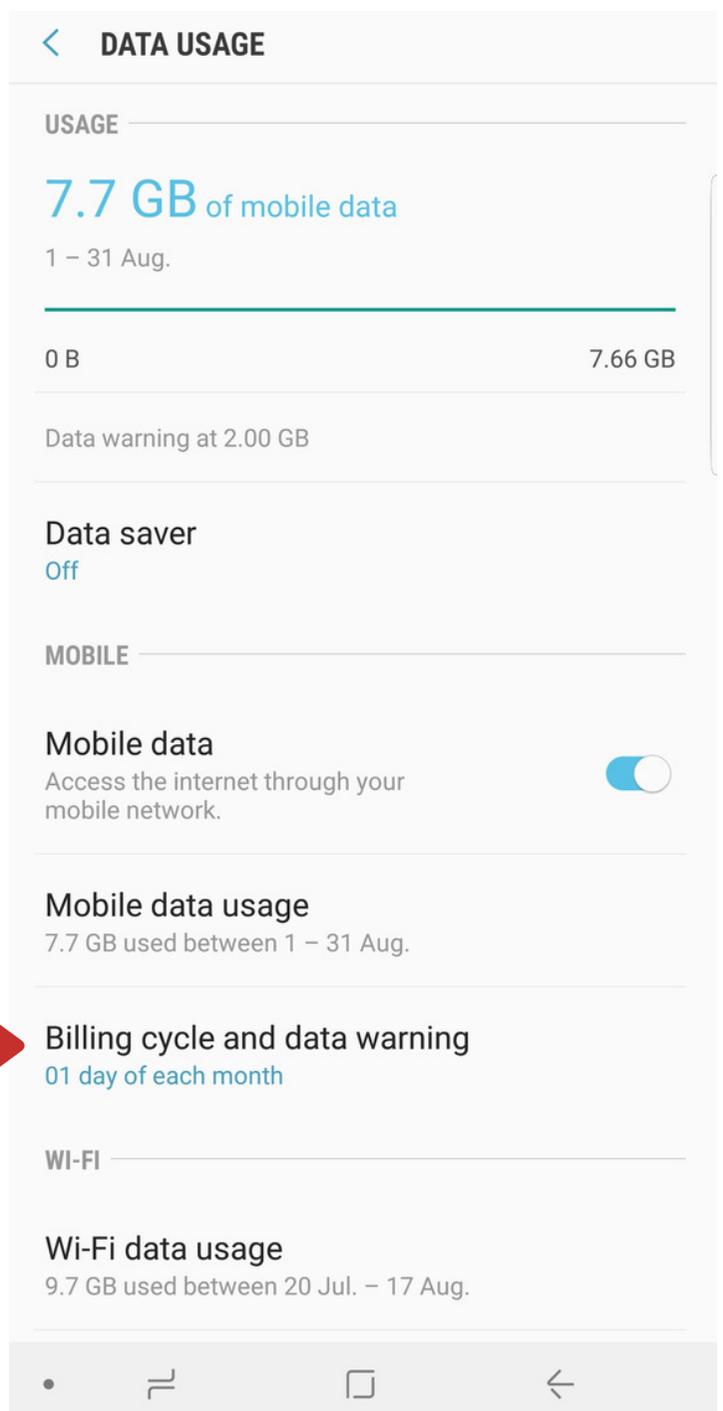
Android devices:

Go to your Settings > Data Usage

(This will show the overall data used at the top of your screen)

To check data usage for a certain period, tap '**Billing Cycle**' and select the period from the **day you started using the SIM** to the current day.

Save and your data usage will be shown



Note: May appear different depending on phone company/model

How do I recharge?

We list this product as 'non-rechargeable' because the only ways to top up are:

- a) By physically going into a ThreeUK store in the UK
- b) Online with a UK credit card and address

If you have access to these methods then you should have no problems.

Our recommendation for other travellers is to purchase multiple SIM cards and swap them out as you go.

Note: If you get any messages from Three prompting you to top up to make calls/texts, please ignore these messages. This SIM is prepaid so it already has unlimited calls and texts to UK & European numbers.

How do I find my mobile number?

You can find your mobile number on the back of your SIM under "**My Three Number**"

It will start with 07

In order to call your number, you'll need to replace the 0 with UK prefix +44

+44 712345678

How do I make calls and texts?

You can make unlimited calls and texts from anywhere in Europe to UK & European numbers.

Things to know:

- When you're in the UK, you will only be able to make calls/texts to other local UK numbers and not European numbers.
- If you're traveling with friends or family, you can call/text them for free anywhere in Europe if they have the same SIM card.

Examples:

If you're in Italy, you can call any Italian number or any other UK or European number.

If you're in UK, you can only call other UK numbers and cannot call Italy or any other European countries.

This can be a little confusing! It's confusing for us too!

To make a call to European mobile and landline numbers:

- 1 Replace the first digit (which is normally 0) with **+ symbol**
- 2 **Add** the country code after the **+ symbol**
- 3 Complete the rest of the mobile/landline number as usual and dial

Example:

If you want to dial **0712345678** (UK number)

Replace **0** with **+44** (UK country code)

You would dial **+4471234567**

You can find country codes by going [here](#)

Handy traveller tip!

You can keep in touch with friends and family for free with data applications. This is highly recommended for travellers.

Any of the following apps will allow you to message and call other contacts with your data allowance for free.

Whatsapp

Facebook Messenger

Google Hangouts

Viber

Skype

WeChat

FaceTime

Note: If you get any messages from Three prompting you to top up to make calls/texts, please ignore these messages. This SIM is prepaid so it already has unlimited calls and texts to UK & European numbers.

Money Back Guarantee

There is always the possibility of manufacturing issues and network problems that can't be resolved.

This is why we have a money back guarantee available for all of our customers to protect against faulty SIMs and poor experiences.

It is extremely important that customers are looked after and we are here to support you as much as possible.

However, to claim your money back guarantee we need you to **work with us**.

For us to better our operations we need to completely understand the issues you have faced with the SIM card and we need your experience documented via our refund claim form.

To claim your money back guarantee, please follow these steps:

- 1** **Ensure** you have followed all **activation steps** in this guide and your **APN** and network settings are **correct**.
- 2** **Ensure** you have **reached out** to troubleshoot your issues with us via **Facebook or email**.
- 3** If all of the above has not resolved your issue then you will be instructed to fill out a **refund claim form** with a **detailed description** of your issues/experience to be documented and **approved by our admin**.

4

You will get a response within **48 hours**.

Once the claim is **approved** we will issue a refund immediately and you will get an email notification confirming the approval.

It will take roughly **3-5 business** days for the funds to be returned to your account via your payment method.

*Please note that we will block the SIM from the network after approval for security reasons.

We really appreciate your help with this process as it helps us understand your situation better and document the issues so we can better our products for other customers.

Thank you 😊

Useful Links

[Country Dial Codes](#)

[How to hotspot \(Android\)](#)

[How to hotspot \(Apple\)](#)