Explorer 365 day SIM guide

What's included

- 12GB of data to use in 71 countries
- Can receive calls & texts
- No call or texts included
- Cannot call or text Australia
- 365 days of usage from the day of activation
- Hotspot/tethering enabled in Europe & UK
- New UK mobile number

Things to know

- Works in **unlocked mobile phones, tablets & wifi devices**
- Wifi devices only work in Europe & UK
- Simple plug & play activation
- No ID registration needed
- No expiry - can be held inactive for as long as you want
- From ThreeUK
- **Cannot be recharged**

How do I activate?

1   Land in one of the listed countries

2   **Insert SIM** card into your device

3   Turn on **Data Roaming** in your settings

4   **Restart** your device

5   You'll automatically be connected within 5 minutes and your 30 days will begin.

Easy peasy! 🙌

For wifi dongles, please make sure that you know how to change your Access Point Names (APN) settings if required!

Can I activate in Australia/Singapore/Hong Kong before I go?

Yep, you sure can! The SIM can be activated in any country listed.

Only catch is that your 365 days will start ticking when you do.

How do I check my balance?

You will need to register and create an account with ThreeUK **after** you have activated SIM card.

1. Go to https://www.three.co.uk/My3Account2018/My3Register (https://www.three.co.uk/My3Account2018/My3Register)

2. Enter your Three Number and submit

3. You will receive the password to your My 3 account via text message

4. Go to https://www.three.co.uk/My3Account2018/My3Login (https://www.three.co.uk/My3Account2018/My3Login)

5. Enter your ThreeUK number and your new password then Login

6. You'll need to reset your new password & validate your email address.

7. On your My3 account look for 'Check Balance' under Account Balance

What's my new phone number? Can I find it before I travel?

Your number can be found on the back of the SIM when you receive it. It's "Your Three Number"

This is a UK mobile number so to call this number, you need to add the country code (+44) and then the number.

For example: Your Three number - 071234567891 (yes, it's 11 digits)

Dial +44 7123456789 (dropping the 0)

Note: Your number will stay the same no matter which country you're in.

• Calling from a landline in Australia, dial 0011 44 71234567891

How do I make calls/texts?

This SIM is data-only so you will not be able to make calls/texts.

Can I call Australia with this SIM?

Unfortunately, this SIM doesn't come with calls/texts to Australian numbers!

We'd highly recommend using data applications like FaceTime, Whatsapp, Facebook Messenger, iMessages, Viber or Skype to make call and texts instead. This'll use the 12GB of data you have allocated to you.

Read [this (https://simsdirect.com.au/blogs/travel/how-to-text-and-make-internet-calls-for-free-when-you-travel)](https://simsdirect.com.au/blogs/travel/how-to-text-and-make-internet-calls-for-free-when-you-travel) neat little article about ways to call home!

Can I receive calls from Australia? What will it cost?

Yep, you can receive calls from Australia to your number. It won't cost anything to receive them but the person calling may be charged by their network provider for calls to the UK.

I'm going to multiple countries, what do I need to do?

This SIM will automatically connect to local networks in the country you're in so you don't need to change any settings.

Your number will still remain the same when you change countries because you have a UK number. It'll be +44 7......even when you're in Italy/Singapore!

How do I recharge/top-up?

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

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

If you have access to these methods then go for it!

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

Can I hotspot/tether from my phone?

Yep, when you're in the UK or European country on the list!

Will I be able to access adult content?

This SIM is from ThreeUK in the UK where the government is working to improve internet safety for under 18's. Hence, these SIMs have an adult content filter by default.

This will block sites with pornographic material and dating apps like Tinder or Grindr when you're using data (not wifi).

I'm over 18 and planning to access adult content, what can I do?

You will have to <u>directly contact ThreeUK on their live chat</u> here: [https://three.co.uk/support/Contact-Us#something-else](https://www.three.co.uk/support/Contact-Us#something-else)

Click the Live Chat button and fill out your details. You will need <u>your Three number</u> and a <u>UK postcode</u> - you can use CB3 9DS

They may ask for the <u>last 6 digits of your SIM number</u> which can be found on the back of your SIM packaging. They will also need a <u>UK address</u> for verification and you can use 5 West Rd, Cambridge, CB3 9DS.

Where does this SIM work?

Below is a list of which countries the SIM works in:

Calls/texts and hotspotting is only available in UK & Europe. Data is available to use is all countries listed (max speeds are indicated next to the country)

Europe	More Europe	Other	South America
England (4G)	Hungary (3G)	Australia (4G)	Brazil (3G)
Ireland (4G)	Iceland (3G)	Hong Kong (4G)	Chile (3G)
Northern Ireland (4G)	Isle of Man (3G)	Indonesia (3G)	Colombia (3G)
Wales (4G)	Italy (4G)	Israel (3G)	Costa Rica (3G)
Scotland (4G)	Jersey (3G)	Macau (3G)	El Salvador (3G)
Aland Islands (3G)	Latvia (3G)	Madeira (3G)	French West Indies (3G)
Austria (4G)	Liechtenstein (3G)	New Zealand (3G)	French Guiana (3G)
Azores (3G)	Lithuania (3G)	Reunion (3G)	Guadeloupe (3G)
Balearic Islands (3G)	Luxembourg (3G)	Saint Barthelemy (3G)	Guatemala (3G)
Belgium (3G)	Malta (3G)	Saint Martin (3G)	Nicaragua (3G)
Bulgaria (3G)	Martinique (3G)	Singapore (4G)	Panama (3G)
Canary Islands (3G)	Netherlands (3G)	Sri Lanka (3G)	Peru (3G)
Croatia (3G)	Norway (3G)	United States (4G)	Puerto Rico (3G)

Cyprus (3G)	Poland (3G)	US Virgin Islands (3G)	Uruguay (3G)
Czech Republic (3G)	Portugal (3G)	Vietnam (3G)	
Denmark (4G)	Romania (3G)		
Estonia (3G)	San Marino (3G)		
Finland (3G)	Slovakia (3G)		
France (4G)	Slovenia (3G)		
Gibraltar (3G)	Spain (3G)		
Germany (4G)	Sweden (4G)		
Greece (3G)	Switzerland (3G)		
Guernsey (3G)	Vatican City (3G)		

Troubleshooting

SIM cards are technical products, as is your phone - sometimes things don't work out the way they're supposed to! 🤷🏾‍♀️

But no need to stress! Here are common issues that can pop up and how you can quickly resolve them:

First thing's first...

1. Make sure that you're in one of the 71 countries that the SIM works in! 🌎

2. Make sure you have **Data Roaming** turned on and you've restarted your phone.

1. **My data isn't working...**

1. Check that you have **Data Roaming** & **Mobile Data** turned on in your Settings.

2. Make sure that you have changed your **APN** settings to match the following:
   Name: 3
   APN: three.co.uk
   User name: [leave this field blank]
   Password: [leave this field blank]
   MMSC: http://mms.um.three.co.uk:10021/mmsc
   MMS proxy: mms.three.co.uk
   MMS port: 8799
   APN type: internet + mms

3. **Restart** your phone

4. If it's still not working, try the SIM in another phone to see if it'll work there.

2. If you've been using your SIM but your data has suddenly stopped working

1. Check that you have data balance left.

2. You might need to manually switch network providers through your settings
   Apple
   Settings > Mobile > Network Selection > Disable Automatic > Wait for networks to pop up and select another one > Restart your phone

   Android
   Settings > Connections > Mobile Networks > Network Operators > Search networks manually > Wait for networks to pop up and select another one > Restart your phone

It might look different depending on your device! If these instructions don't match exactly, explore your settings until you find **Network Selection** or **Network Operators** or **Carrier**

Which one do I choose? 🤭

Try any of them, and if it doesn't work, try another one!

3. I keep getting messages telling me to top-up

If your data working, just ignore the messages telling you to top up!

If your data, calls or texts aren't working:

1. This SIM doesn't come with any calls/texts!

2. Make sure you've followed the steps above to get your data working.

I've tried everything and it's still not working

Contacting ThreeUK

Sometimes even if you do everything right, the SIM still doesn't work! SIM cards and mobile phones are technical products so it's impossible for everything to work perfectly all the time. 💁🏾‍♀️

If you still need help, the best step is to contact ThreeUK here: https://three.co.uk/support/Contact-Us#something-else (https://www.three.co.uk/support/Contact-Us#something-else)

Click the Live Chat button and fill out your details. You will need your Three number and a UK postcode - you can use CB3 9DS

They may ask for:

- The last 6 digits of your SIM number, which can be found on the back of your SIM packaging.
- Your last top up, in which case you'll need to tell them that you've got the Pay As You Go £20 top-up.
- A UK address for verification, and you can use 5 West Rd, Cambridge, CB3 9DS.

Contacting us

Still need help? 💁🏾‍♀️

These instructions and guides are based on our most frequently asked questions. If your question isn't answered, just contact us and we'll be happy to have a chat.

Our mission is for you to have smooth sailing on your travels and not be fussing around with your SIM card!

In order to get your SIM working as quickly as possible, we're going to need you to work with us. 🤝

Please answer the following questions when contacting us:

- Which SIM have you bought?
- Where are you located?
- When did you activate and what happened when you activated?
- What troubleshooting steps have you tried?
- Please send through a screenshot of your Mobile Network settings and your APN settings with the WiFi turned off and your mobile data turned on so we can see what's going on.
- Any other details that might help us help you!

You can contact us a [techsupport@simsdirect.com.au (mailto:techsupport@simsdirect.com.au)](mailto:techsupport@simsdirect.com.au) 📩

Money Back Guarantee

These SIMs aren't perfect and neither are we!

There is always the possibility of manufacturing issues or 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 to us that our customers are looked after, and we are here to support you as much as possible. We wouldn't be able to do this without you!

In order to claim your Money Back Guarantee, you'll need to contact us and we'll try to troubleshoot the issue with you. If we can't get it sorted, we'd be more than happy to give you a refund.

SimsDirect