Europe & UK 30 day Travel SIM

What's included?

- 12GB of data
- 4G & 3G data speeds
- 30 days of usage once activated
- Hotspot/tethering enabled in Europe & UK
- Unlimited calls & texts to European numbers from Europe
- Unlimited calls & texts to UK landlines & mobile numbers from UK (does not include premium numbers)
- New UK mobile number
- Coverage on the ThreeUK network

Things to know

- Only works in **unlocked mobile phones**
- Can receive calls & texts from Australia
- Cannot call or text Australia
- No expiry - can be held inactive for as long as you want
- From ThreeUK
- Non-rechargeable

How do I activate?

1. Land in one of the listed countries

2. **Insert SIM** card into your mobile phone

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! 🙌

Inserting the SIM in your phone in Australia will activate the SIM card. Please don't activate unless you're travelling for less than 30 days!

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 30 days will start ticking when you do.

What do I need to do before I fly?

Make sure that your phone is **unlocked** before you fly!

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
• To get the + on a mobile phone, press and hold 0 until it turns into a +

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

You can also check your balance by dialling 333 and then choosing option 3!

How do I make calls/texts?

When you're in Europe, you can make calls to any of the UK & any of the European countries on the list above!

You'll need to use the + (Country Code) (Area Code) (Number)

For example: Calling a Italian number from Italy or France

Dial +39 01 234 5678

When you're in the UK, you can call any UK mobile or landline number and **not** European numbers or UK premium numbers!

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!

I'm travelling with friends/family, how do I contact them?

If they have the same SIM, you can just dial +44 and their Three number dropping the 0. This'll work whether you guys in the UK or a European country.

If they're roaming with their Aussie SIM, we recommend using data applications!

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 directly contact ThreeUK on their live chat 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. They will also need a UK address 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 Guide

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. **I'm having issues making phone calls or text messages...**

This SIM only comes with:

• Calls & texts to UK landlines & mobiles whilst in the UK
• Calls & texts to European + UK numbers whilst in other European countries

It does not come with calls or texts when you're outside of Europe or the UK. It'll be data-only!

If you try to make a call outside these parameters, you will receive a message telling you to top-up. You can ignore it.

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

1   Check that you have the country code in front of the number you're trying to call.

> If you're trying to call an Italian number, use +39 in front of the number like this +39 06 444 0364

> If you're trying to call a UK number, use +44 in front of the number like this +44 71 23 456 7891

You can find a list of country codes here: https://countrycode.org/ (https://countrycode.org/)

1   If it's still not working, then you will 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

<u>Android</u>

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

*Note: May differ depending on your device - If these instructions don't match, explore your settings until your find **Network Selection or Network Operators***

Which one do I choose?

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

3. "No Service"

I've just put my SIM in my phone and it says No Service....

If you've inserted the SIM into your phone and you didn't get a 'Welcome' text message or it says 'No Service', you will have to **manually select a network** through your settings.

<u>Apple</u>

Settings > Mobile > Network Selection > Disable Automatic > Wait for networks to pop up and select one

<u>Android</u>

Settings > Connections > Mobile Networks > Network Operators > Search networks manually > Wait for networks to pop up and select one

*If it doesn't connect, you might need to **click on one a couple of times** and then restart your phone.*

Note: May differ depending on your device - If these instructions don't match, explore your settings until your find Network Selection or Network Operators

Which one do I choose?

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

It's still not working...

Try the SIM in another phone if you can, and see if it'll activate.

My SIM was working great but suddenly it says No Service...

Sometimes ThreeUK, the network provider, can block your SIM due to "security reasons." ❓

This is incredibly frustrating and inconvenient for you as a customer, and for us as a business, because there is nothing we can do to control this. 😡

From what we've noticed, this happens when you make lots of long phone calls to businesses or airports.

In order to get your SIM working again, you will need 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. They may ask for 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.

They will also need a UK address for verification and you can use 5 West Rd, Cambridge, CB3 9DS.

4. "No SIM"

1. Take the SIM out and put it back into your phone and restart

2. Try the SIM in another phone

3. If it's saying No SIM in 2 different phones, then contact us!

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

If your data, calls & texts are working, just ignore the messages telling you to top up!

If your data, calls or texts aren't working, follow the troubleshooting steps above:

1. My data isn't working

2. I'm having issues with calls or texts

Also, you make sure you [check your balance (/article/urjeseb7h9-how-do-i-check-balance)](/article/urjeseb7h9-how-do-i-check-balance) to see your expiry and data balance! 🙃

6. I'm overseas and I've run out of data, how do I top-up?

This SIM is '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 you can top-up!

If you don't and you need to access more data, we recommend you grab a SIM locally 😊

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)](https://www.three.co.uk/support/Contact-Us#something-else)

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- 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