

Europe & UK 12GB 30 day SIM guide

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**
- Your SIM will be ready to use based on the activation date you provide during checkout
- Can receive calls & texts from Australia/US
- Cannot call or text Australia/US
- From ThreeUK
- Non-rechargeable

How do I activate?

- 1 We will activate your SIM card on the date that you provide during checkout. You can read more about how it works in the next section below 📌
- 2 Once you arrive at your destination country, insert the SIM into your device.
- 3 Turn on **Data Roaming** in your settings
- 4 **Restart** your device

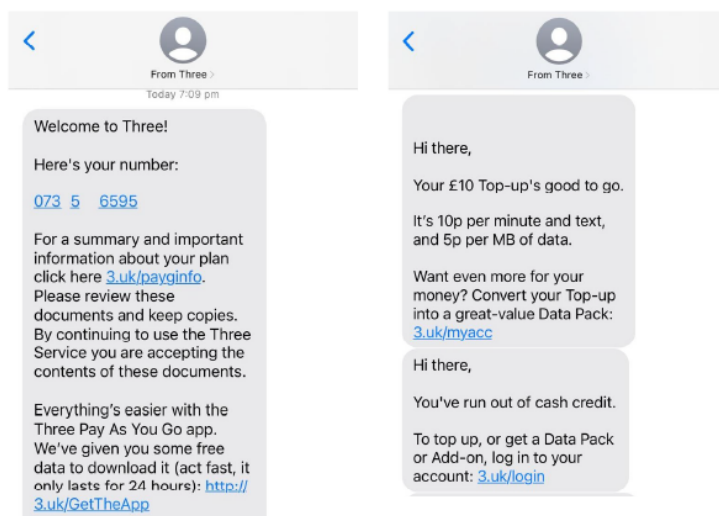
- 5 You will receive a text with your new mobile number.
- 6 After your SIM is connected, you'll receive another text letting you know that your bundle has been activated and your 30 days will begin.

Easy peasy! 🙌

How does activation work?

We activate your SIM card at 2pm AEST (4am GMT) on the day that you set as your activation date during checkout. In order to have a smooth activation process, please make you give us the right activation date!

When you first insert the SIM into your phone, you will receive the following text with your mobile number followed by 2 more texts about your top up and that you've run out of "Cash Credit" - you can ignore this part!



The SIM will then connect to the network and you'll receive a second message alerting you that your bundle is active. This can take a few minutes or a few hours depending on when you land.

Hi there,

Your £10 Top-up's good to go.

It's 10p per minute and text,
and 5p per MB of data.

Want even more for your
money? Convert your Top-up
into a great-value Data Pack:
3.uk/myacc

Hi there,

You've run out of cash credit.

To top up, or get a Data Pack
or Add-on, log in to your
account: 3.uk/login

Hi there,

Thanks for buying a 16GB Data
Pack. It's now active and good
to go.

If you have not received the last text or your SIM has not connected in several hours, please contact us with your **phone number** via email at hello@simsdirect.com.au (<https://simsdirect.helpdocs.io/mailto:hello@simsdirect.com.au>) or [Facebook](https://www.facebook.com/simsdirect) (<https://www.facebook.com/simsdirect>) and we can help you activate it.

Can I start using my SIM in USA/Australia/Singapore/Hong Kong before I go?

Yep, you sure can! The SIM can be activated in any country list. It will only work after the activation date that you provide during checkout.

The 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 will be sent to you via text once your SIM has been activated.

Unfortunately, there's no way to know your number before your SIM is activated.

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 USA or Australia with this SIM?

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

We'd highly recommend using data applications like FaceTime, Whatsapp, Facebook Messenger, iMessages, Viber or Skype to make calls 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 or USA? What will it cost?

Yep, you can receive calls from Australia and USA 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 or American SIM, we recommend using data applications like Whatsapp, Viber or Facebook Messenger.

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 in all countries listed (max speeds are indicated next to the country)

Europe	More Europe	Other	South America
England (5G)	Hungary (4G)	Australia (4G)	Brazil (4G)
Ireland (5G)	Iceland (4G)	Hong Kong (4G)	Chile (4G)
Northern Ireland (4G)	Isle of Man (4G)	Indonesia (4G)	Colombia (4G)
Wales (4G)	Italy (4G)	Israel (4G)	Costa Rica (4G)
Scotland (4G)	Jersey (4G)	Macau (4G)	El Salvador (4G)
Aland Islands (3G)	Latvia (4G)	Madeira (3G)	French West Indies (4G)
Austria (4G)	Liechtenstein (4G)	New Zealand (4G)	French Guiana (4G)
Azores (4G)	Lithuania (4G)	Reunion (3G)	Guadeloupe (4G)

Balearic Islands (4G)	Luxembourg (4G)	Saint Barthelemy (4G)	Guatemala (4G)
Belgium (4G)	Luxembourg (4G)	Saint Martin (4G)	Nicaragua (4G)
Bulgaria (4G)	Martinique (4G)	Singapore (4G)	Panama (4G)
Canary Islands (4G)	Netherlands (4G)	Sri Lanka (4G)	Peru (4G)
Croatia (4G)	Norway (4G)	United States (4G)	Puerto Rico (4G)
Cyprus (4G)	Poland (4G)	US Virgin Islands (4G)	Uruguay (4G)
Czech Republic (4G)	Portugal (4G)	Vietnam (4G)	
Denmark (4G)	Romania (4G)		
Estonia (4G)	San Marino (4G)		
Finland (4G)	Slovakia (4G)		
France (4G)	Slovenia (4G)		
Gibraltar (3G)	Spain (4G)		
Germany (4G)	Sweden (4G)		
Greece (4G)	Switzerland (4G)		
Guernsey (4G)	Vatican City (4G)		