USA SIM Card 6GB, 15GB & Unlimited Data | 30 Days | Ultra Mobile

First things first... Activation

There are several ways to activate the SIM!

Text activation after you land (Mobile phones)

1. Land in USA 🛬
2. Insert SIM into your phone
3. Text "**GOGO**" to **6700**
4. Restart your device
5. You'll get a text with your new US number.

Call activation after you land

1. Call **888 918 6468** (only works 6am - 6pm PST)

Online activation before or after you land (all devices)

1. Go to [https://my.ultramobile.com/activation (https://my.ultramobile.com/activation)](https://my.ultramobile.com/activation)

2   Choose the Orange SIM on the right

Activate Your Ultra Mobile SIM

Please note:
- You will be given the option to keep your existing phone number at a later step.
- If you need a SIM card, please visit an Ultra Retailer or order one from our online store.

You selected Orange SIM (click here to change selection)

ACT CODE: 5555 5555 555

You **must activate** your SIM before it will work. To Activate online: **www.ultra.me/orange**, or by phone: **(888) 899-0820**

KEEP THIS SIM CARD UNTIL YOUR PHONE IS ACTIVE

Consulta el inserto para Español.

Make Life Ultra.

890126084 2102253029

Getting Started:
- Orange SIMs come with a plan and airtime already loaded onto the SIM.
- Activate all SIMs purchased online here.
- To activate, enter the 11 digit activation code located on the back of the SIM in the upper right hand corner.

Activation Code

Start or Resume your Activation

3   Enter your ACT CODE (found on the back of your SIM) and start your activation

4   Enter 10001 as your ZIP code and click "Get a new number"

5   Proceed with activating your new number

6   When you get to the Billing Info page, click "Skip for Now" at the bottom

Add your Billing Info

Card Info

Credit Card

CVV   Exp. Date (mm/yy)

Billing Address

First Name   Last Name

Address   Apt/Suite/Unit

City   State   ZIP Code

Enroll in Auto Recharge

By enrolling, you authorize Ultra Mobile to automatically recharge your plan by credit card each month

● Enroll in Auto-Recharge   ○ No Thanks

Add this credit card

Skip for now

7   Enter your details and make an online account and submit information

8. Keep proceeding with activation steps to complete activation and you will get a new phone number displayed on your screen

Easy peasy! 🙌

My data isn't working

If you've just activated your SIM

If you've just activated your SIM and you've got a signal, you might need to check a couple of things to get your data 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: Ultra
   APN: wholesale
   User name: [leave this field blank]
   Password: [leave this field blank]

3. Restart your phone

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

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

1. Check that you have data balance left by texting DATA to 6700

2. Try turning your device off and on

3. Try to remove the SIM from your device and re-insert it

4. [Check the coverage (https://www.ultramobile.com/coverage/)](https://www.ultramobile.com/coverage/) in the area you're in

5. If your phone says it's connected to LTE or 4G but the data isn't working, try to manually turn off LTE/4G to connect to 4G/3G.

<u>Apple:</u>

Settings > Mobile > Mobile data options > Disable LTE > Restart

<u>Android:</u>

Settings > Connections > Mobile Networks > Network Mode > Switch to 3G/2G > Restart

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

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

These guides are based on our most frequently asked questions. If you can't find what you're looking for, feel free to reach out to us and we'll try our best to provide assistance. You can reach us at [hello@simsdirect.com.au (https://simsdirect.helpdocs.iomailto:hello@simsdirect.com.au)](https://simsdirect.helpdocs.iomailto:hello@simsdirect.com.au) or [hello@simify.com (https://simsdirect.helpdocs.iomailto:hello@simify.com)](https://simsdirect.helpdocs.iomailto:hello@simify.com) 📩

Before contacting us, please have the following information ready:

- Which SIM have you bought?
- Where are you located?
- When did you activate and what happened when you activated it?
- 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!

Contacting Ultra Mobile

If you're having issues with your SIM, you can get in touch with Ultra Mobile Customer Service. The options to contact them are:

1. Dial **611** from your phone

2. Dial **888-918-6468** or **888-777-0446** from another phone

How do I find my mobile number?

You can only find out your number after you activate your SIM.

If you want to find it before you go, you'll need to activate your SIM online. The only catch is that your 30 days will start ticking once you activate!

How do I check my balance?

You can find your data balance by texting "DATA" to 6700.

How do I recharge?

As described on the website, the SIM is non-rechargeable. The only way around this is to buy multiple SIM cards and swap them out as you go.

What's the coverage like?

You can find the coverage map [here (https://www.ultramobile.com/coverage/)](https://www.ultramobile.com/coverage/).

How do I make calls/texts?

Local calls & texts

Simply dial the local USA number from your device. You may need to use a state code for landline numbers when calling interstate.

Calling Australia

(Country Code) + Number

| To call 0412 345 678 |

| Dial +61 412 345 678 |

You can get the + by pressing and holding the 0 on your phone!

How do people from Australia call/text me?

From a Mobile phone

1. Enter the + on your dial pad.* This is usually done by holding down the 0 key
2. Enter the US country code (1)
3. Enter the US area code
4. Enter the US local number

If you want to call the US number: 212 361 4595 from an Australian mobile,

Dial: +1 212 361 4595

From a landline

1. Enter the Australian exit code (0011)
2. Enter the US country code (1)
3. Enter the US area code
4. Enter the US local number with the US area code included if is a landline

If you want to call the US number: 212 361 4595 from an Australian mobile,

Dial: 0011 1 212 361 4595

I keep receiving spam calls

Unfortunately, one of the drawbacks of SIMs in America is the number of spam calls you may receive. There are several spam-calling companies in the US that pester almost every number available! Ultra Mobile recycles old phone numbers so there might be a higher possibility that you may receive spam calls.

It's the last thing you want to be dealing with during your holiday and we wish we could stop this from happening but unfortunately, it's out of our control.

We apologise in advance for the trouble and we recommend you just block the numbers when they call or text.

What's Included & Things to know

- 6GB or 15GB or Unlimited Data* (depends on which one you've purchased!)
- 4G data speeds
- Hotspot/tethering enabled
- Unlimited calls & text to US numbers
- Unlimited calls & text to Australia (landline & mobile)
- US mobile number
- 30 days of usage once activated
- 3 in 1 SIM size (nano, micro & standard)
- Works in USA & Hawaii (Does not include Alaska or Canada)

- Simple plug & play activation
- No ID registration needed
- From Ultra Mobile with coverage on T-mobile network
- Compatible with GSM devices (Oceanic/Australian devices)
- Works in all unlocked devices (mobile, tablet & wifi)
- No recharges available - this is a one-time use SIM
- *Fair usage applies for Unlimited Data (data speeds slow after 32GB)

Will my phone be compatible?

The best type of phone to use is an unlocked GSM phone that supports one or more of the following frequencies:

- 1700/2100 MHz (3G / 4G or LTE depending on location)
- 1900 MHz (2G or 3G / 4G depending on location)
- 850 MHz (2G)

You can check whether your phone is compatible here (https://www.ultramobile.com/trialplan/).

1 Click **Check Compatibility**

2 Enter the **US ZIP code** of where you're travelling to (you can Google "New York ZIP code") and click Verify

3 Choose your **phone brand and model**

4 It'll tell you whether the USA SIM will work for you.

How do I know if my device is unlocked?

If you bought your device outright, it's most likely unlocked!

If you're unsure, the best way to find out is to call your Aussie network provider and ask! They'll be able to unlock it for you too. This might incur a fee! 🤔

Money-Back Guarantee

The telecommunications industry is exceptionally technical, and although we try our hardest to provide each and every single one of our customers with reliable SIM cards, there are certain manufacturing and network errors that are simply out of our control. However, this is why we have implemented our money-back guarantee, to protect our customers 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. You can contact us a [hello@simsdirect.com.au (https://simsdirect.helpdocs.iomailto:hello@simsdirect.com.au)](https://simsdirect.helpdocs.iomailto:hello@simsdirect.com.au) or [hello@simify.com (https://simsdirect.helpdocs.iomailto:hello@simify.com)](https://simsdirect.helpdocs.iomailto:hello@simify.com) 📩