Tourist SIM Card 120 Countries | Data-Only | 6GB for 15 Days

First things first... Activation

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 get a text in Thai which you can ignore!

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 (https://simsdirect.helpdocs.io/article/en4xz69tdn-turning-on-data-roaming)](https://simsdirect.helpdocs.io/article/en4xz69tdn-turning-on-data-roaming) & Mobile Data turned on in your Settings.

2. Make sure that you have changed your [APN settings (https://simsdirect.helpdocs.io/article/p53og0pk13-changing-your-apn-settings)](https://simsdirect.helpdocs.io/article/p53og0pk13-changing-your-apn-settings) to match the following:
Name: internet

APN: internet
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 going into your phone settings> data usage

2   Try turning your device off and on

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

4   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.

Apple:

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

Android:

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) or 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!

How do I find my mobile number?

This SIM is **data-only** so it doesn't come with a phone number! The SIM cannot make or receive calls and texts!

How do I check my balance?

You can find how much data you've used in your [phone settings (https://simsdirect.helpdocs.io/article/dy2qi1918r-how-to-keep-track-of-your-data-usage-from-your-phone-settings)](https://simsdirect.helpdocs.io/article/dy2qi1918r-how-to-keep-track-of-your-data-usage-from-your-phone-settings)!

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 Included & Things to know

- 6GB of data
- 4G data speed
- Hotspot/tethering enabled
- 15 days of usage once activated
- 3 in 1 SIM size (nano, micro & standard)

- Simple plug & play activation
- No ID registration needed
- No calls or texts included (data only SIM)
- Works in all unlocked devices (mobile, tablet & wifi devices)
- From AIS Thailand

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! 🤔

Where does this SIM work?

Europe	More Europe	Other Countries	More Countries
Aland Islands	Serbia	Argentina	Mexico
Albania	Slovak Republic	Armenia	Mongolia
Austria	Slovenia	Australia	Myanmar
Azerbaijan	Spain	Bangladesh	Nauru
Bahrain	Sweden	Brazil	Nepal
Belarus	Switzerland	Brunei	New Zealand
Belgium	Ukraine	Cambodia	Nicaragua

Bulgaria	Vatican City	Canada	Nigeria
Croatia	Wales	Chad	Oman
Czech Republic		Chile	Pakistan
Denmark		China (including Tibet)	Panama
England		Colombia	Papua New Guinea
Estonia		Congo (Democratic Republic of)	Paraguay
Faroe Islands		Peru	Congo Republic
Finland		Costa Rica	Philippines
France		Ecuador	Puerto Rico
Georgia		Egypt	Qatar
Germany		El Salvador	Reunion
Greece		Fiji	Saudi Arabia
Hungary		Gabon	Singapore
Iceland		Ghana	South Africa
Ireland		Guam	South Korea
Italy		Guatemala	Sri Lanka
Latvia		Honduras	Svalbard and Jan Mayen
Liechtenstein		Hong Kong	Taiwan

Lithuania		India	Tanzania
Luxembourg		Indonesia	Tonga
Macedonia		Israel	Tunisia
Moldova		Japan	Turkey
Montenegro		Jordan	Uganda
Netherlands		Kazakhstan	United Arab Emirates
North Ireland		Kenya	United States of America
Northern Cyprus		Kuwait	United States Virgin Islands
Norway		Kyrgyzstan	Uruguay
Poland		Laos	Uzbekistan
Portugal		Macau	Vietnam
Romania		Madagascar Republic	
Russia		Malawi	
San Marino		Malaysia	
Scotland		Malta	
San Marino		Malaysia	
Scotland		Malta	

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) 📩