# South America SIM Card 12GB | Data-Only | 30 Days

First things first...Activation

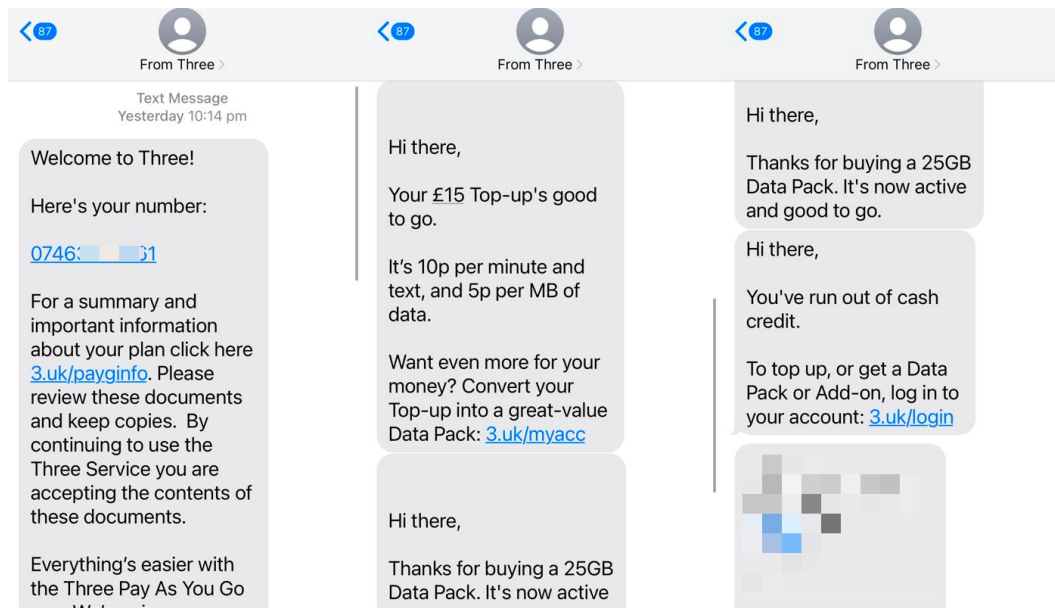Make sure you're in one of the 14 countries where the SIM works! 🌍

We activate your SIM card at **2pm AEDT (4am GMT)** on the day that you set your activation date during checkout. In order to have a smooth activation process, please make you give us the correct activation date. Once activated, connection to the network can take anywhere from a few minutes to a few hours.

> Ensure you nominated the correct dates for us to activate your SIM. We usually recommend you nominate on the day you arrive at your destination. If you are unsure, please reach out to us. 📅

1. Once arrived at your destination, insert the SIM into your phone 📱
2. Turn on **Data Roaming** in your settings ⚙️
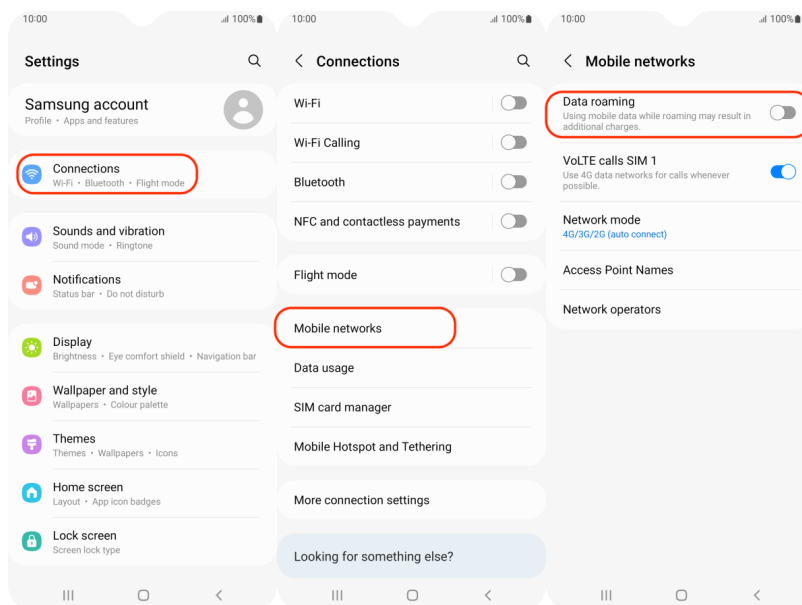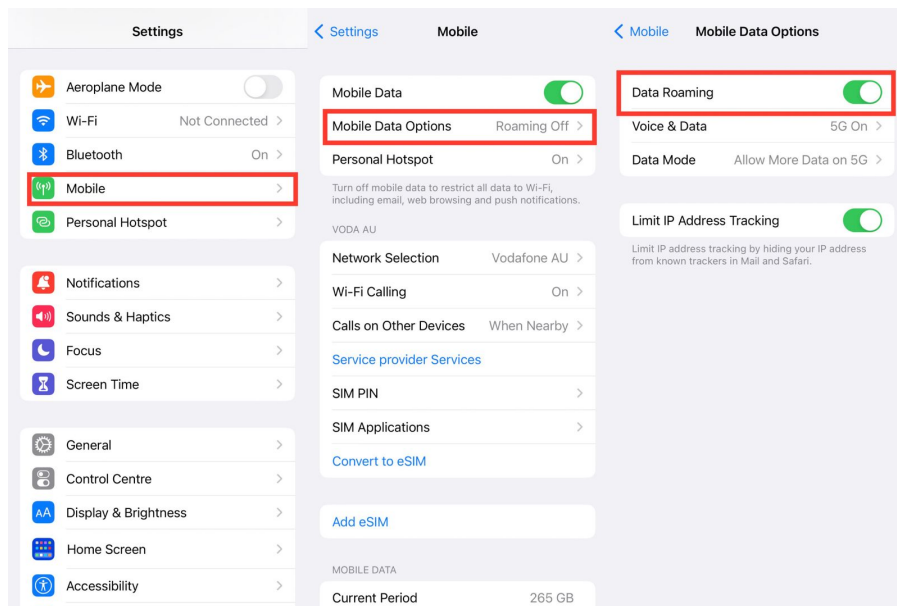
3 **Restart** your device to reboot a connection

4 You will receive texts from ThreeUK with **your new phone number**. Two more texts about your top-up and that you've run out of "Cash Credit" - **you can ignore this part!**

5 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.

From Three

Text Message
Yesterday 10:14 pm

Welcome to Three!

Here's your number:

0746█████31

For a summary and important information about your plan click here 3.uk/payginfo. Please review these documents and keep copies. By continuing to use the Three Service you are accepting the contents of these documents.

Everything's easier with the Three Pay As You Go

From Three

Hi there,

Your £15 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,

Thanks for buying a 25GB Data Pack. It's now active

From Three

Hi there,

Thanks for buying a 25GB Data Pack. It's now active and good to go.

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

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This can take a few minutes or a few hours depending on when you land. If you have not been connected in several hours, please contact us with your **phone number,** hello@simsdirect.com.au (https://simsdirect.helpdocs.iomailto:hello@simsdirect.com.au) or Facebook (https://www.facebook.com/simsdirect) and we can help you activate it.

Sometimes you might get the top-up message first and the out-of-credit message after, as you can see in the photo above, if the data is working you can just ignore it.

Easy peasy! 🙌

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 on another phone to see if it'll work there.

"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.

"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!

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

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?
- Did you receive your new number via text? If so, what is 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!

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.

How do I check my balance?

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

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, make sure you check your balance (https://simsdirect.helpdocs.io/article/urjeseb7h9-how-do-i-check-balance) to see your expiry and data balance!

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

Unfortunately, these SIMs cannot be topped up.

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

If you're already overseas and need to access more data, we recommend you grab a SIM locally 😊

How do I make calls/texts?

This is a data-only SIM, no calls and texts are included.

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.

> 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 +

What's included & Things to know

- 12GB of data
- 3.5G (H+) & 3G data speeds
- 30 days of usage once activated
- 3 in 1 SIM size (nano, micro & standard)
- Coverage on local networks
- No hotspotting/tethering enabled
- Roams freely in 14 countries (see 'where it works' below)

- Coverage on the ThreeUK network
- 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
- Non-rechargeable

Where does this SIM work?

Brazil (4G)	Guadeloupe (4G)
Chile (4G)	Guatemala (4G)
Colombia (4G)	Nicaragua (4G)
Costa Rica (4G)	Panama (4G)
El Salvador (4G)	Peru (4G)
French Guiana (4G)	Puerto Rico (4G)
French West Indies (4G)	Uruguay (4G)

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) or hello@simify.com (https://simsdirect.helpdocs.iomailto:hello@simify.com) 📩