New Zealand SIM Card 2.5GB, 10GB & Unlimited Data, Calls & Texts | 30 Days

First things first... Activation

1. Land in New Zealand 🛬
2. Insert SIM card
3. Dial 200 and follow the prompts *(You'll be asked to create a PIN!)*
4. Restart your device
5. You should be connected automatically within 5 minutes, and your 30 days begins!

Optional: you can download the 2degrees app to keep track of your usage

What if I'm using a WiFi device?

If you're planning to use the SIM in a WiFi device, you'll need to insert the SIM in your phone first in order to activate it.

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 your APN is on automatic

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

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 4G but the data isn't working, try to manually turn off 4G to connect to 3G.

Apple:

Settings > Mobile > Mobile data options > 3G > 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)](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!

Contact 2degrees

2degrees team are available from 8am to 8pm NZST, Monday - Saturday, and 10am to 8pm Sundays and public holidays.

From your 2degrees mobile: **200**

From within NZ: **0800 022 022**

How do I check my balance?

Options to check your balance are:

1. Dial ***100#** or ***100*1#**

2. Download the 2degrees app on your phone and register!

How do I recharge?

There are a few ways to top up with 2degrees. You can find your options listed in the SIM packaging, but this is what we recommend:

1. Go to: https://topup.2degreesmobile.co.nz/ONLINETOPUP/ (https://topup.2degreesmobile.co.nz/ONLINETOPUP/)

2. Enter your 2degrees mobile number located on the back of the SIM card

3. Select 'Buy a Plan or Add-on'

4. Select the bundle you wish to purchase

5. Once paid, the bundle will be uploaded to your SIM and activated

How do I call or text Australia?

Make sure you have the Aussie country code in front of the number you're trying to dial.

To call a mobile phone 0412 345 678, dial +61 412345678

To call a landline, dial +61 2 123456789

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

Can I hotspot/tether?

Yep! You sure can 😊

What's Included & Things to know

- 2.5GB or 10GB or **Unlimited Data*** options
- 4G LTE data speed
- Hotspot/tethering enabled
- Unlimited texts to NZ & Aussie numbers
- Unlimited calls to other 2degrees mobiles
- **2.5GB:** 200 minutes calls to NZ & Aussie numbers
- **10GB:** Unlimited calls to NZ & Aussie numbers
- 30 days of usage once activated
- 3-in-1 SIM size (nano, micro & standard)

*Unlimited Data SIM

- Unlimited Data
- Unlimited calls to NZ & Aussie numbers
- Unlimited texts to NZ & Aussie numbers
- Max speeds reduce to 1 Mbps after 40GB
- 30 days of usage once activated
- 3-in-1 SIM size (nano, micro & standard)

Works in all unlocked devices (mobile, tablet & wifi devices)

- [Coverage (https://www.2degreesmobile.co.nz/coverage/)](https://www.2degreesmobile.co.nz/coverage/) on the 2degrees network
- No expiry date; can be held inactive as long as needed
- **Recharges are available via 2degrees**

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! 🤔

What's the coverage like?

You can find the coverage map [here (https://www.2degreesmobile.co.nz/coverage/)](https://www.2degreesmobile.co.nz/coverage/).

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) 📩