

eSIM New Zealand SIM 3GB & 10GB | 30 Days

First things first... Set-up your eSIM

To set up your eSIM, just click on the phone you have and follow the steps.

[iPhone \(https://simsdirect.helpdocs.io/article/sgcxsv4uud-how-to-set-up-your-e-sim-on-apple-i-phone-i-pad\)](https://simsdirect.helpdocs.io/article/sgcxsv4uud-how-to-set-up-your-e-sim-on-apple-i-phone-i-pad).

[Samsung \(https://simsdirect.helpdocs.io/article/h7drtgg4ac-how-to-set-up-e-sim-on-your-samsung-device\)](https://simsdirect.helpdocs.io/article/h7drtgg4ac-how-to-set-up-e-sim-on-your-samsung-device).

[Huawei \(https://simsdirect.helpdocs.io/article/dukb2r7n5q-how-to-set-up-your-e-sim-on-huawei-devices\)](https://simsdirect.helpdocs.io/article/dukb2r7n5q-how-to-set-up-your-e-sim-on-huawei-devices).

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

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 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@simdirect.com.au (<https://simdirect.helpdocs.io/mailto:hello@simdirect.com.au>) or hello@simify.com (<https://simdirect.helpdocs.io/mailto:hello@simify.com>) 

Before contacting us, please have the following information ready:

- Which eSIM 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 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

- 3GB or 10GB options
- 4G LTE data speed
- Hotspot/tethering enabled
- Unlimited texts to NZ & Aussie numbers
- Unlimited calls to other 2degrees mobiles
- 30 days of usage once activated

- [Coverage](https://www.2degreesmobile.co.nz/coverage/) (<https://www.2degreesmobile.co.nz/coverage/>) on the 2degrees network
- Works in all unlocked eSIM compatible devices
- No expiry date; can be held inactive as long as needed

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@simdirect.com.au (<https://simdirect.helpdocs.io/mailto:hello@simdirect.com.au>) or hello@simify.com (<https://simdirect.helpdocs.io/mailto:hello@simify.com>). 