UK SIM Card 25GB, 50GB & Unlimited | 30 Days

Give us your Activation Date ✈️

You will be prompted at checkout to select the Activation Date for your SIM.

Your Activation Date is the date that you will need your SIM to be connected for use.

> We recommend choosing the date that you land - keeping in mind that we activate on the date you selected at 2 pm AEST (4 am GMT). Your SIM will not work unless you have given us your activation date.

Once activated, **connection to the network can take anywhere from a few minutes to a few hours**.

If you are unsure, you can choose an estimated date and reach out to us to change it 📅

How to Activate your SIM once you land

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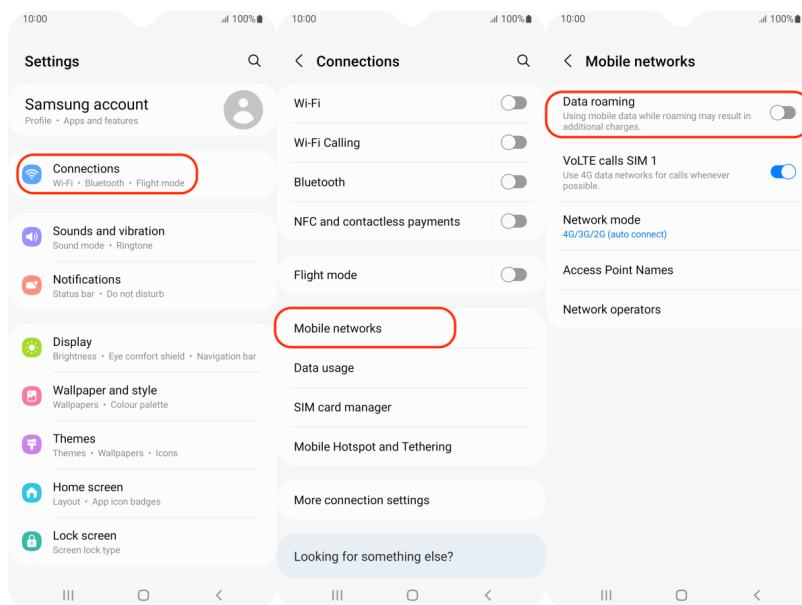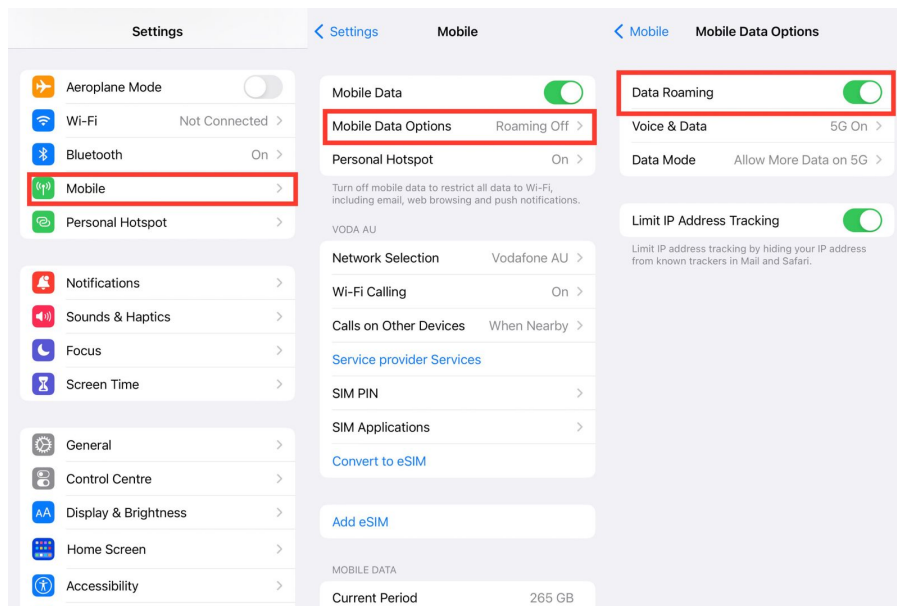
3 **Restart** your device to reboot a connection

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" - <ins>you can ignore this part!</ins>

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.
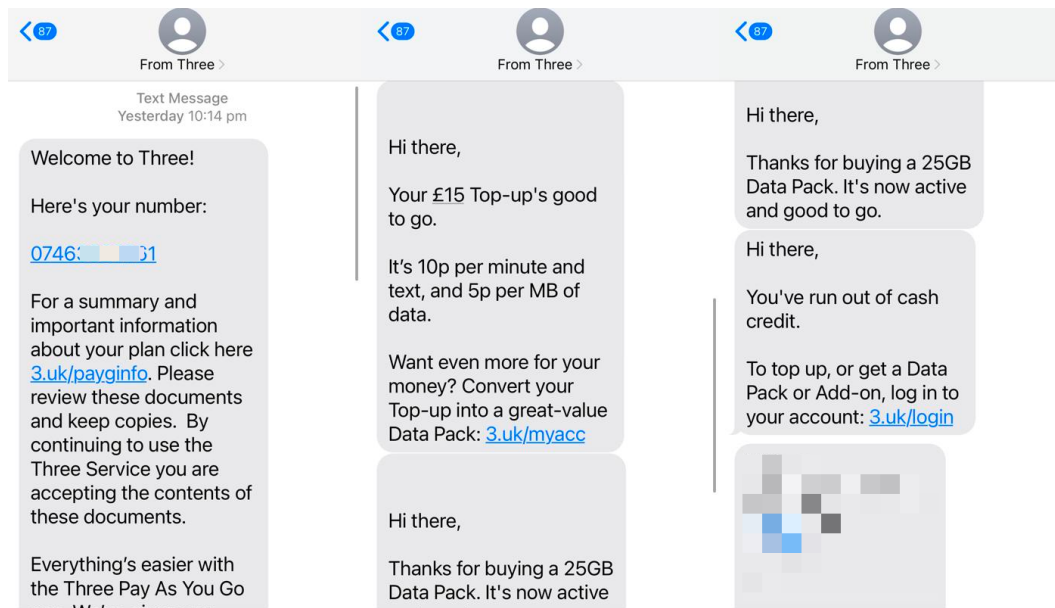
We activate your SIM card at 2pm AEDT (4am GMT) on the date you provided. This can take a few minutes or a few hours depending on when you land. If you have not been connected in several hours, please contact us with your **phone number,** via email hello@simsdirect.com.au (https://simsdirect.helpdocs.iomailto:hello@simsdirect.com.au) 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.

I'm having issues making phone calls or text messages…

This SIM only comes with:

- Calls & texts to UK landlines & mobiles whilst in the UK
- Calls & texts to European + UK numbers whilst in other European countries

It does <u>not</u> come with calls or texts when you're outside of Europe or the UK. It'll be data-only!

If you try to make a call outside these parameters, you will receive a message telling you to top-up. You can ignore it.

> We'd highly recommend using data applications like FaceTime, Whatsapp, Facebook Messenger, iMessages, Viber or Skype to make call and texts to Australia or USA. This will work using the data you have allocated to you.

1 Check that you have the country code in front of the number you're trying to call.

> If you're trying to call an Italian number, use +39 in front of the number like this +39 06 444 0364

> If you're trying to call a UK number, use +44 in front of the number like this +44 71 23 456 7891

You can find a list of country codes here: [https://countrycode.org/ (https://countrycode.org/)](https://countrycode.org/)

(2) If it's still not working, then you will need to manually switch network providers through your settings

Apple

Settings > Mobile > Network Selection > Disable Automatic > Wait for networks to pop up and select another one > Restart your phone

Android

Settings > Connections > Mobile Networks > Network Operators > Search networks manually > Wait for networks to pop up and select another one > 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 one doesn't work, try another one!

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.

Apple

Settings > Mobile > Network Selection > Disable Automatic > Wait for networks to pop up and select one

Android

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.

My device says "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

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!

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.

This is a UK mobile number so to call this number, you need to add the country code (+44) and then the number.

> For example: Your Three number - 071234567891 (yes, it's 11 digits)

Dial +44 7123456789 (dropping the 0)

Note: Your number will stay the same no matter which country you're in.

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

> You can also check your balance by dialling 444!

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)](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?

When you're in Europe, you can make calls to any of the UK & any of the European countries on the list above!

You'll need to use the + (Country Code) (Area Code) (Number)

For example: Calling a Italian number from Italy or France

Dial +39 01 234 5678

When you're in the UK, you can call any UK mobile or landline number and **not** European numbers or UK premium numbers!

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 +\

About the UK 25GB, 50GB & Unlimited SIM

- 4G & 3G data speeds
- 30 days of usage once activated
- Hotspot/tethering enabled in UK
- New UK mobile number
- Unlimited calls & texts to UK landlines & mobile numbers from UK (does not include premium numbers)

- 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
- Can receive calls & texts from Australia/US
- Cannot call or text Australia/US
- Non-rechargeable

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) 📩