



HolidayPhone

SIMCARD GERMANY

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Holidayphone

Email: support@holidayphone.com • website: www.holidayphone.com

Introduction:

Congratulations with your purchase at Holidayphone

You've made the correct choice that will save you money, time and aggravation on your next journey abroad. This manual contains important instructions and tips.

Get Started:

After you receive the SIM card you can activate the SIM via www.activate-my-simcard.com

Once we activate your SIM on your desired travel date the plan is valid for 30 days

4G Internet

This SIM supports 4G Internet. (LTE)

4G speed is only available if you have a 4G enabled phone and you are in 4G coverage area.

No rights can be derived from the failure to achieve 4G speeds.

Top up:

You can add additional data or voice minutes for the SIM card by visiting www.holidayphone.com

Your credit will automatically be loaded by us on your desired date.

(International) call charges:

You can add 150 Call credits for € 20

Destination	Landline (credits per minute)	Mobile (credits per minute)	Text (credits per text)
Australia	5	19	15
Belgium	3	19	15
Canada	5	5	15
China	1	5	15
France	3	19	15
Germany	9	9	15
India	1	5	15
New Zealand	5	19	15
UK	3	19	15
USA	6	6	15

(Internationale) call packages:

Option	Price
400 minutes (landline & mobile) within Germany and 18 countries*	€25,00
1000 minutes (landline & mobile) within Germany and 18 countries*	€40,00

* Incl: Austria, Belgium, Bulgaria, China, Czech republic, India, Italy, France, Greece, Hungary, Netherlands, Poland, Portugal, Romania, Spain, Thailand, United Kingdom, USA

How to dial International Calls:

In order to make international calls, you have to dial "00" first. Followed by the Country code.
Example: 00+ COUNTRYCODE+ REGIONALCODE (WITHOUT THE0) +PHONENUMBER

Available balance

You can check your balance as follows:

- Via USSD code: *100# and then press the call button. Your balance will be displayed on your mobile phone screen immediately.

Tethering (use MiFi):

The SIM card supports tethering (use Mifi Hotspot).

InternationalSIM provides MiFi devices when you want to share your Internet connection with multiple devices.

Mobile Internet (APN) Settings:

When using this SIM Card you need to make sure the **DATA ROAMING** is **TURNED ON** in the device the SIM Card is placed in.

Usually your phone will automatically apply the correct APN settings of this SIM card.

If you are unable to connect to the Internet, you should check the APN settings in your phone

IOS:

Settings> Cellular > Cellular Data Network

Enter the following APN:

APN: *internet.eplus.de*
Username: *Eplus*
Password: *Internet*

Android:

Settings > Mobile Networks > Access Point Names

Enter the following APN:

APN: *internet.eplus.de*
Username: *Eplus*
Password: *Internet*

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Validity of the SIM Card:

Once your SIM card is activated the SIM card and plan are valid for 30 days.

Once your period of validity has expired, you can recharge your account again within 180 days. If you don't recharge any credit within this period, your SIM card will lose its validity.

Coverage

Our German SIM card works through the E-plus & O2 network. E-plus & O2 covers 98.5% of the populated area in Germany

You can view an interactive coverage map on the next website:

E-Plus: www.eplus-gruppe.de/netz/

O2: www.o2online.de/hilfe/o2-netz/

Roaming:

Your data plan is valid within Germany and all other EU Countries. Calling plans are only valid from Germany

Customer Service InternationalSIM:

You can ask questions via:

- Email: support@holidayphone.com

On behalf of Holidayphone, we would like to wish you a good trip!

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