International Travel with sim LOCAL

Cellcom partners with Sim Local to offer a variety of **affordable** international packages. You purchase a prepaid travel plan directly from Sim Local prior to traveling. With using your Sim Local eSim, there will be no charges on your Cellcom bill for international travel. An eSim capable device is required and you will be assigned a new phone number, if you select a package that includes voice and texting.

Before You Go

Step 1: Confirm you have an eSIM capable device.
If you are unsure, check here: www.simlocal.com/support/compatible-handsets

Step 2: Select a Sim Local Plan
1. Visit www.cellcom.com/support/international-travel
2. Select your region of travel.
3. Next you will be directed to Sim Local's web page where you can select and purchase the plan that best fits your needs.
    - Here you will be given two options:
        i. Use **Guest Checkout** to instantly activate your plan.
            With less activation steps than the "Buy for Later" option, this would be recommended if you are traveling soon. Your plan activates immediately with this option, so be sure to consider the amount of days in your package allows.
            Reminder: once activation is complete, turn your Sim Local eSIM off until you've reached your destination to ensure you still have cellular coverage while traveling stateside.
        ii. Use **Buy for Later** to activate once you've reached your destination. With this option you will need to setup an account to complete the activation process when you arrive.
            When purchasing this option, we recommend waiting to select "Activate Plan." By selecting "Activate Plan", your international data plan will start.

4. If you selected **Buy for Later**, proceed to **Buy for Later Activation** under **When you Arrive.**

When you Arrive
Guest Checkout Activation
Simply Toggle on your Sim Local eSIM
iPhone Instructions
1. Go to *Settings*
2. Select *Cellular*
3. Look for new eSIM under eSIM and turn it "on."

Android Instructions
1. Go to *Settings*
2. Select *Connections*

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3. SIM Manager
4. Look for new eSIM and turn it "on."

Buy for Later Activation

Step 1: Connect to Wi-Fi.

Step 2: Log into your Sim Local account.

Once you log into your Sim Local account, select **"Menu"**, then **"My eSIM"**, then select the plan you purchased. Select **"Activate Plan"** to start the activation process.

Step 3: Complete activation of your downloaded eSIM

iPhone Instructions

1. Go to *Settings*
2. Select *Cellular*
3. Select *Add eSIM*
4. Click *Use QR Code* and select *Enter Details Manually* located at the bottom of the page.
   - Swipe up and open the email you received that contains your activation code.
   - Copy the *SM-DP+ Address code*, swipe up to switch back to settings.
   - Paste the code in the appropriate field.
   - Repeat for *Activation Code* and *Unlock Code* (if needed).
5. Click *Continue* to activate and install your eSIM. Please note, the installation make take a few minutes. Do not exit out of this screen.
   - You may be prompted to "unlock" your eSIM for a second time. Enter "0000" as the PIN.
6. In the next few screens, you'll be asked to assign an eSIM to different functions such as calling, texting, or sending messages.
   - While traveling, select "*Sim Local*" for default.
   - If you have a data-only plan, you may want your iMessages to flow through your email address instead of your US phone number. See RESOURCES, below for instructions on how to modify.
7. Your activation is now completed, but before proceeding, name your new eSIM something easy to remember. The new eSIM automatically defaults to the name "Business". We recommend you rename it to "Sim Local".
8. You will be returned to your *Cellular* screen, select *Sim Local* as your eSIM also validate that *Cellular Data* and *Data Roaming* are toggled on.

Android Instructions

1. Go to *Settings*
2. Select *SIM Manager*
3. Select *Add eSIM*
4. Click *Use QR Code* and select *Enter Details Manually* located at the bottom of the page.
   - Swipe up and open the email you received that contains your activation code.
   - Copy the *SM-DP+ Address code*, swipe up to switch back to settings.
   - Paste the code in the appropriate field.
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When you Return

You will need to return to your Cellcom SIM.

iPhone Instructions

1. Go to *Settings*
2. Select *Cellular*
3. Select your Cellcom Sim

Android Instructions

1. Go to *Settings*
2. Select *Connections*
3. Select your Cellcom Sim

It is recommended you delete your Sim Local eSIM. If or when you travel again, you will purchase a new Sim Local eSIM plan.

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Helpful Hints and Resources

How do I determine which plan is best for me?
Selecting a plan depends on how you would like to use your phone while traveling. With voice and text plans, Sim Local will assign a new international phone number. However, many travelers find they do not have a need for a number, with the use of apps like WhatsApp, Facetime Audio, and Apple iMessage for their communication needs. These apps all use data services, and no voice or text plan would be required.

Managing Your Wi-Fi Calling
Wi-Fi Calling, also known as "voice over Wi-Fi" allows you to use your phone number to place and receive phone calls if you are connected to a wi-fi network. While Wi-Fi calling will not use your international data package purchased from Sim Local, it will help keep you connected when you have access to Wi-Fi.

How do I set up Wi-Fi Calling or ensure it is enabled on my phone?
iPhone Instructions
1. Go to *Settings*
2. Select *Cellular*
3. Validate / Switch *Wi-Fi Calling* from off to on

Android Instructions
1. Go to *Settings*
2. Select *Connections*
3. Validate / Switch *Wi-Fi Calling* from off to on

Can I still use Wi-Fi Calling if I purchase a data only plan?
Yes, you can enable Wi-Fi calling and connect to Wi-Fi to place phone calls. If you are connected to a local Wi-Fi network, you won't be charged international calling minutes.

What should I do if I run out of data?
If you run out of data, simply purchase a new eSIM plan from Sim Local.

How do I switch to my email address for iMessage?
1. Go to *Settings*
2. Select *Messages*
3. Select *Send & Receive*
4. Check your email address instead of your US phone number.

Who can I call if I need assistance with my eSIM?
If you need assistance with your eSIM, please call Cellcom's Customer Care using one of the following options:
- Dial 611 from your Cellcom phone
- Toll-free: 800-236-0055
- Local: 920-339-4000
- Email: IntHelp@cellcom.com

If you are unable to connect with a Cellcom representative, Sim Local does provide customer support. You can email customerqueries@simlocal.com or call 1-888-617-3221 for assistance.

Please note: you may experience a fast-busy dial tone when calling Sim Local's number. If you're calling outside of Sim Local's business hours, a representative will take down your information and you will receive a follow up call the next day.

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