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.

- Visit www.cellcom.com/support/international-travel and select your region of travel.
- Next you will be directed to Sim Local's web page where you can select and purchase the plan that best fits your needs.
- Once you have selected a plan, you will be given two options:

  Option 1 *(Recommended Option)* Use Guest Checkout to follow the prompts and instantly activate your plan. This option will allow you to download your eSIM before you travel. Your plan activates immediately, so be sure to consider the number of days your package allows.
  - If you selected **Guest Checkout**, proceed to **Step 3** to complete before you travel.

  Option 2: Use Buy for Later to activate your plan and download your eSIM 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, you'll need to wait to select "Activate Plan." When you select "Activate Plan", your international data plan will start.
  - If you selected **Buy for Later**, proceed to **Buy for Later Activation** under **When you Arrive.**

Step 3 (Guest Checkout only): After you have purchased your eSIM with the Guest Checkout option, you will receive an email to help you complete the activation process and download your new eSIM.

iPhone Instructions

1. Go to *Settings* and select *Cellular.*
2. Select *Add eSIM.*
3. Click *Use QR Code* (even if you are entering the information manually)
   a. You can scan the QR code if you have access to a second screen.
   b. Or, you can select *Enter Details Manually* located at the bottom of the screen.
      i. Copy the *SM-DP+ Address code*, from your confirmation email and repeat for *Activation Code* and *Unlock Code* (if needed).
4. You may need to unlock your Sim Local eSIM by using "0000".
5. Assign a **Cellular Plan Label**, to identify which is your Cellcom eSIM and which is your Sim Local eSIM.
6. In the next few screens, you'll be asked to assign an eSIM to different functions such as calling, texting, or sending messages. This helps identify which eSIM should be used first when both eSIMs are toggled on. You'll want to select your "Sim Local" to prepare for upcoming travel.

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7. You will be returned to your *Cellular* screen, toggle your Sim Local eSIM to **Off** and make sure your Cellcom eSIM is **On,** until you arrive at your destination.

Android Instructions

1. Go to *Settings* and then *Connections.*
2. Select *SIM Manager.*
3. Select *Add eSIM.*
4. Click *Scan QR Code* (even if you are entering the information manually). Some android devices will allow you to scan a QR code from a screen shot.
    a. You can scan the QR code if you have access to a second screen.
    b. Or, you can select *Enter activation code* located at the bottom of the screen.
        i. Copy the *Activation Code*, from your confirmation email and repeat for *SM-DP+ Address code* and *Unlock Code* (if needed).
5. You may need to unlock your Sim Local eSIM by using "0000".
6. **Name** your eSIMs to identify which is your Cellcom eSIM and which is your Sim Local eSIM.
7. In the next few screens, you'll be asked to assign an eSIM to different functions such as calling, texting, or sending messages. This helps identify which eSIM should be used first when both eSIMs are toggled on. You'll want to select your "Sim Local" to prepare for upcoming travel.
8. You will be returned to your *Connections* screen, Select *SIM Manager* to toggle your Sim Local eSIM to **Off** and make sure your Cellcom eSIM is **On,** until you arrive at your destination.

When you Arrive

If you have selected the Guest Checkout option, simply toggle on your Sim Local eSIM and toggle off your Cellcom eSIM.

iPhone Instructions

1. Go to *Settings* and select *Cellular.*
2. Toggle your Sim Local eSIM to "on" and turn your Cellcom eSIM to "off".

Android Instructions

1. Go to *Settings* and Select *Connections.*
2. Select *SIM Manager.*
3. Toggle your Sim Local eSIM to "on" and turn your Cellcom eSIM to "off".

If you have selected the Buy for Later Activation option, you'll need to complete the activation and download your eSIM.

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: Follow prompts to complete the activation and download your Sim Local **eSIM.**

iPhone Instructions
1. Go to *Settings* and Select *Cellular.*
2. Select *Add eSIM.*
3. Click *Use QR Code* (even if you are entering the information manually).
    - You can scan the QR code if you have access to a second screen.

- Or, you can select *Enter Details Manually* located at the bottom of the page.
    i. Copy the *SM-DP+ Address code*, from your confirmation email and repeat for *Activation Code* and *Unlock Code* (if needed).
4. You may need to unlock your Sim Local eSIM by using "0000".
5. Assign a **Cellular Plan Label**, to identify which is your Cellcom eSIM and which is your Sim Local eSIM.
6. In the next few screens, you'll be asked to assign an eSIM to different functions such as calling, texting, or sending messages. This helps identify which eSIM should be used first when both eSIMs are toggled on. You'll want to select your "Sim Local" to prepare for upcoming travel.
7. You will be returned to your *Cellular* screen, toggle the *Sim Local* eSIM to "on" and also validate that *Cellular Data* and *Data Roaming* are toggled on.

Android Instructions
1. Go to *Settings* and then *Connections.*
2. Select *SIM Manager.*
3. Select *Add* **eSIM**.
4. Click **Scan QR Code** (even if you are entering the information manually). Some android devices will allow you to scan a QR code from a screen shot.
   a. You can scan the QR code if you have access to a second screen.
   b. Or, you can select *Enter activation code* located at the bottom of the screen.
      i. Copy the *Activation Code*, from your confirmation email and repeat for *SM-DP+ Address code* and *Unlock Code* (if needed).
5. You may need to unlock your Sim Local eSIM by using "0000".
6. **Name** your eSIMs to identify which is your Cellcom eSIM and which is your Sim Local eSIM.
7. In the next few screens, you'll be asked to assign an eSIM to different functions such as calling, texting, or sending messages. This helps identify which eSIM should be used first when both eSIMs are toggled on. You'll want to select your "Sim Local" to prepare for upcoming travel.
8. You will be returned to your *Cellular* screen, toggle the *Sim Local* eSIM to "on" also validate that *Cellular Data* and *Data Roaming* are toggled on.

When you Return
You will need to return to your Cellcom eSIM.

iPhone Instructions
1. Go to *Settings* and select **Cellular.**
2. Turn your Cellcom eSIM to "on" and turn your Sim Local eSIM to "off".
3. Delete your Sim Local eSIM.

Android Instructions
1. Go to *Settings* and select *Connections.*
2. Select *SIM Manager.*
3. Turn your Cellcom eSIM to "on" and turn your Sim Local eSIM to "off".
4. Delete your Sim Local eSIM.

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 Cellcom phone number to place and receive phone calls if you are connected to a Wi-Fi network. To use your Cellcom phone number, with Wi-Fi Calling, follow these steps:

Step 1: Make sure you have Wi-Fi calling set up before you travel:

iPhone Instructions
1. Go to *Settings* and select *Phone.*
2. Validate / Switch *Wi-Fi Calling* from off to on.

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

Step 2: When you are at your destination and on a Wi-Fi connection, to place a Wi-Fi call with your Cellcom number, you'll need to turn off your Sim Local eSIM and turn on your Cellcom eSIM, while you are placing the call.

iPhone Instructions
1. Go to *Settings* and select *Cellular.*
2. Turn your Cellcom eSIM to "on" and turn your Sim Local eSIM to "off".

Android Instructions
1. Go to *Settings* and select *Connections.*
2. Select *SIM Manager.*
3. Turn your Cellcom eSIM to "on" and turn your Sim Local eSIM to "off".

Step 3: Do not forget to turn back on your Sim Local eSIM, when you are done using the Wi-Fi calling feature, for the remainder of your travel.

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.

For iPhone users, if I have a data only package and I want to use iMessage, how do I switch to my email address for iMessage?

1. Go to *Settings* and select *Messages.*
2. Select *Send & Receive.*
3. Make sure email address is also selected in the *Receive iMessages to and reply from* box.
4. In the *for starting a new conversation* box, check your email address instead of your Cellcom 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 contact Sim Local through:

- WhatsApp or Live Chat (fastest response time)
- Email: Customerqueries@simlocal.com
- Online Form Submission (via Sim Local's website)