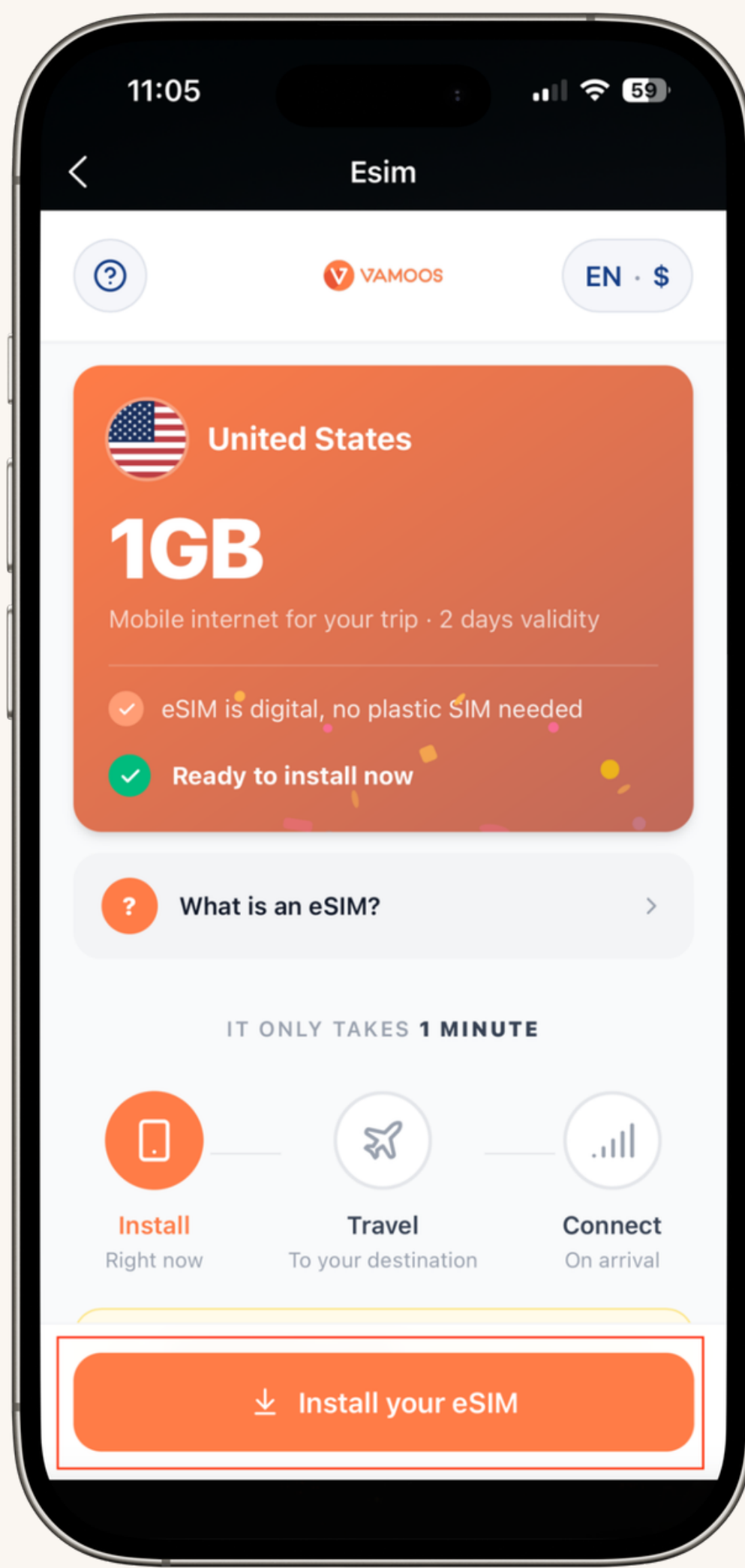




TRAVELLER GUIDE

How to Install & Set Up Your eSIM

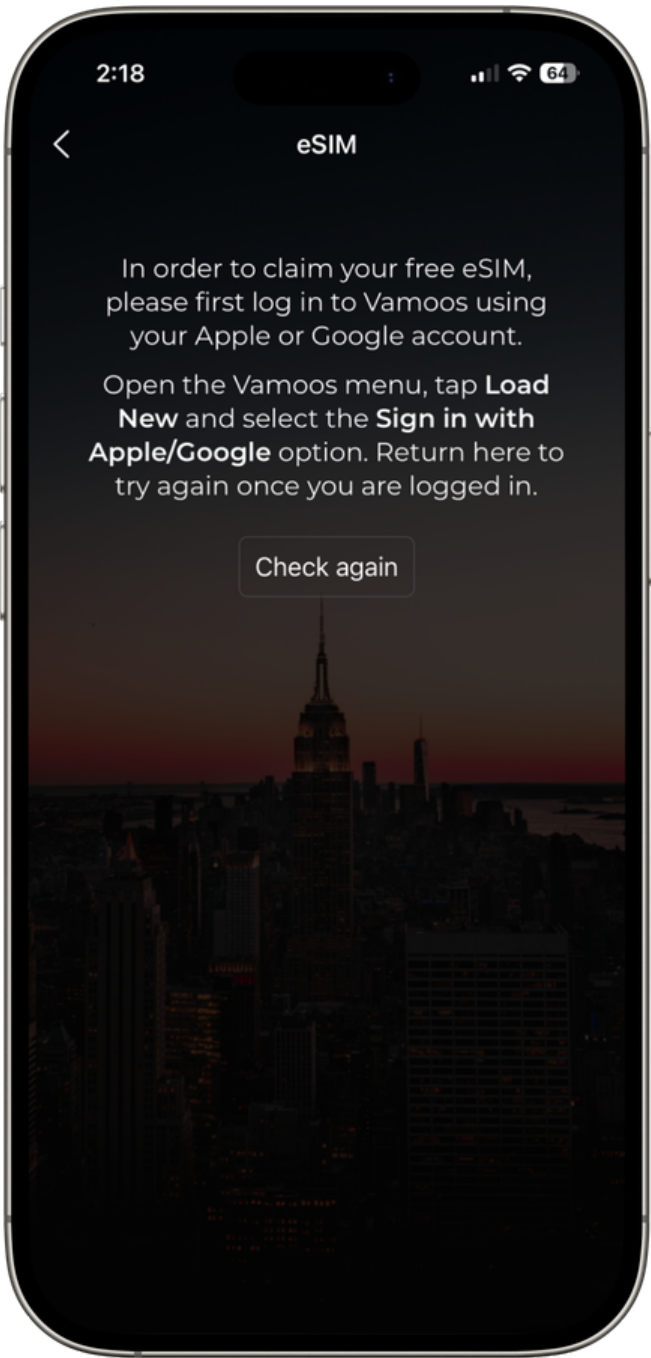
Stay connected the moment you land - on iPhone and Android.



01 Install & Set Up Your eSIM

STEP 1 Sign In

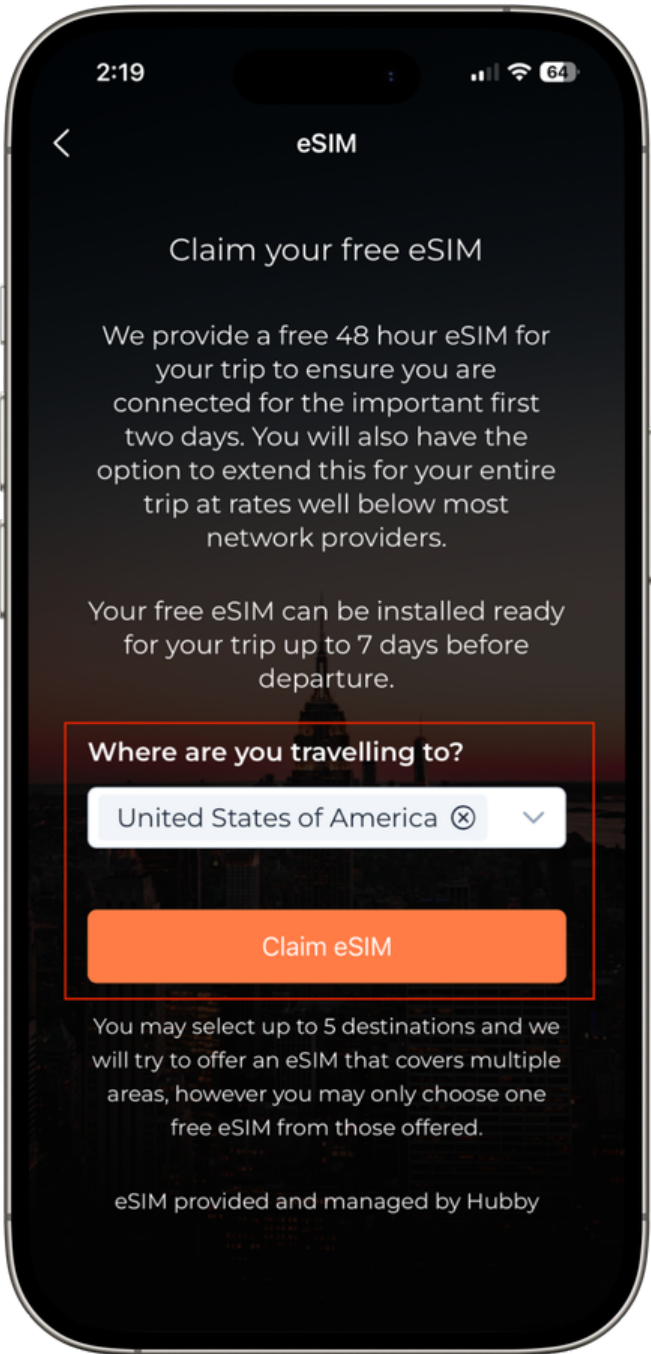
Click the **three bars** in the top left of the screen, tap **Load New**, then **Sign in with Apple or Google** depending on your device.



STEP 2 Claim Your eSIM

Select your destination(s) and tap **Claim eSIM**.

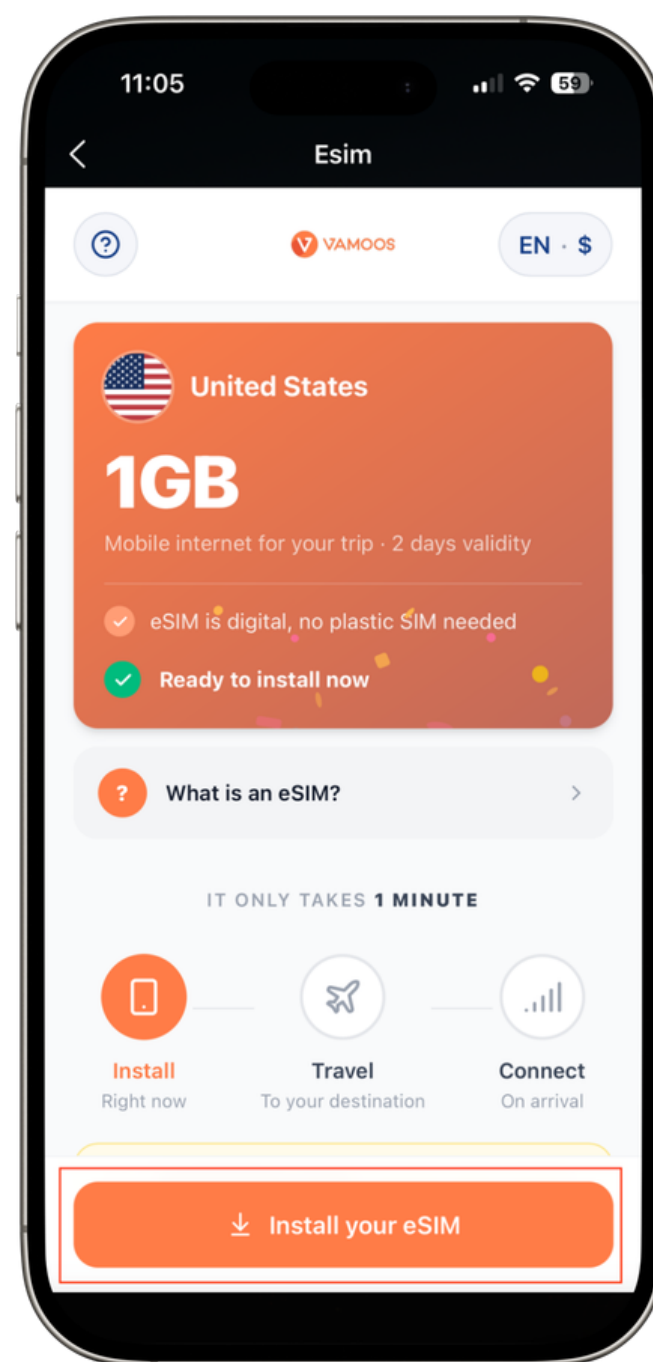
The eSIM must be **installed at home** and activated on arrival.



STEP 3

Install Your eSIM

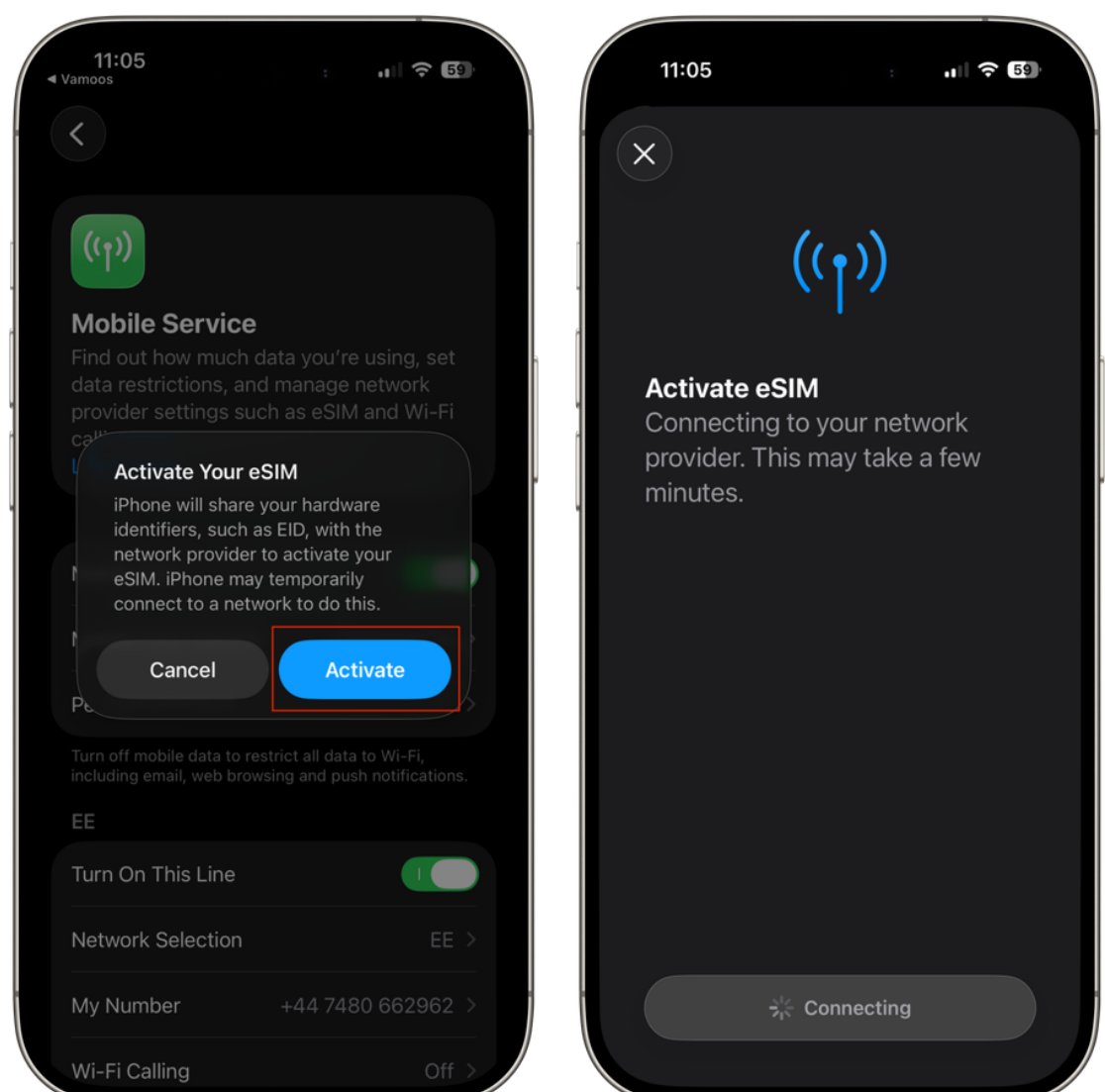
You'll be presented with a suitable eSIM option. When you're ready, tap **Install your eSIM**.



STEP 4

Activate via Your Phone Settings

Your iPhone will prompt you to **activate** the eSIM. Follow the on-screen instructions to complete the installation. This includes allowing your phone to connect to the network provider - this may take a few minutes.



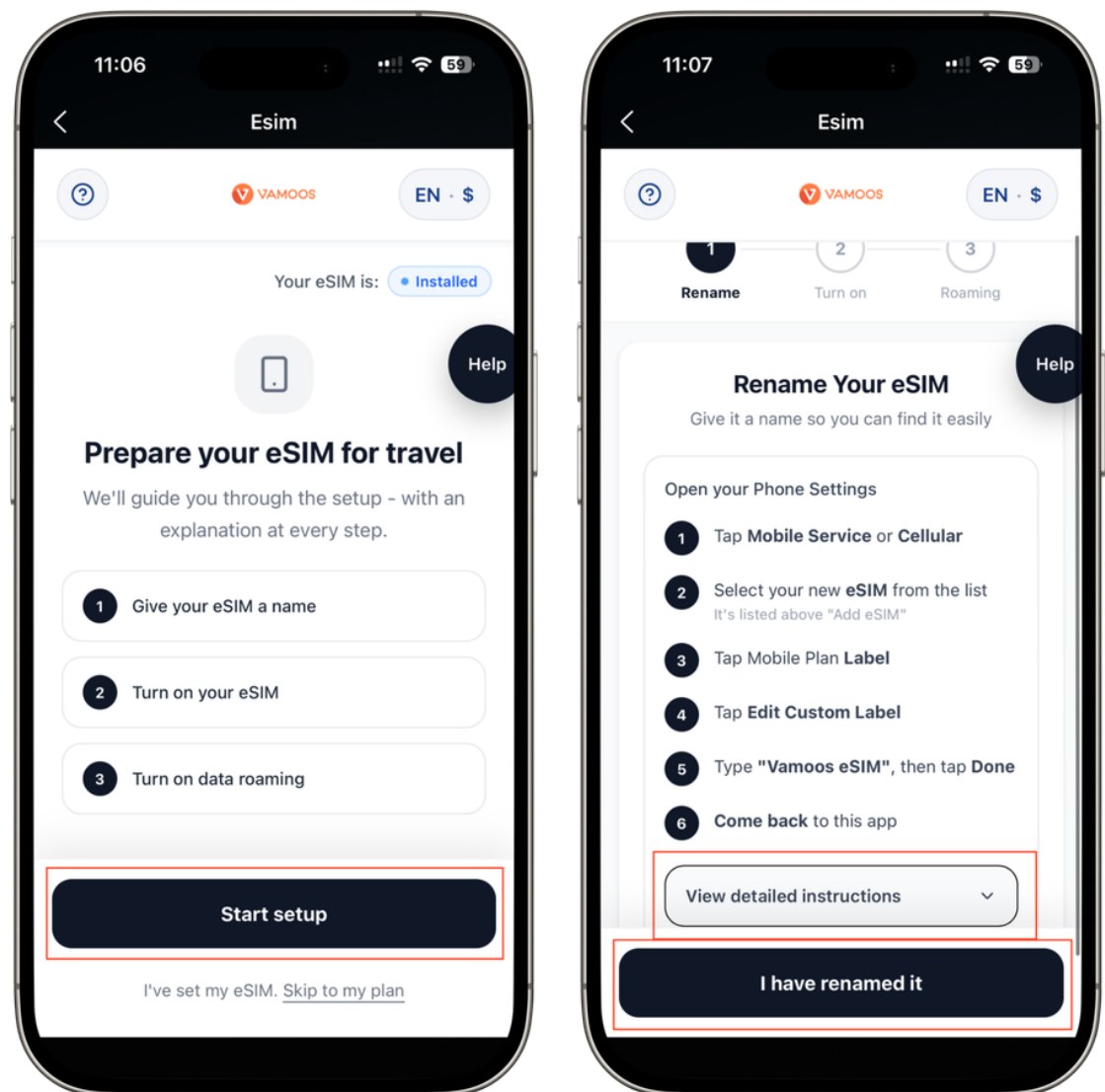
STEP 5

Complete eSIM Setup

Once activated, you'll be returned to the app to finish setting up your eSIM. Tap **Start setup** and follow the in-app instructions to complete each of these steps:

- Rename your eSIM
- Turn on your eSIM
- Turn on data roaming

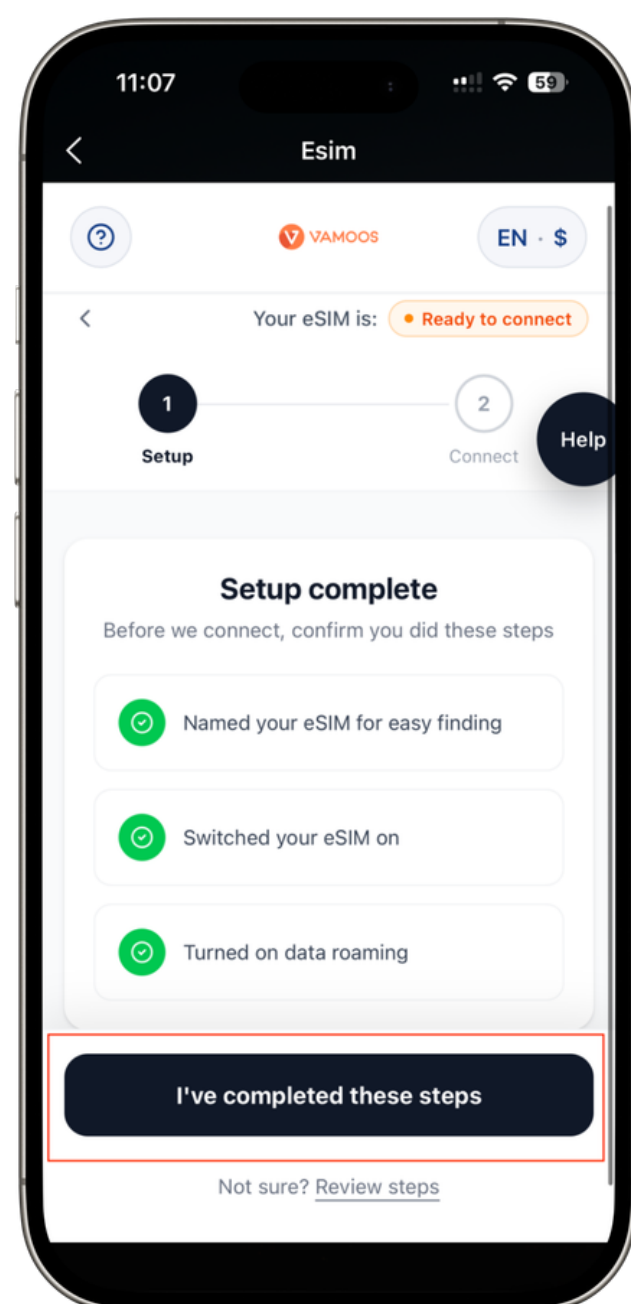
For detailed guidance on each step, tap **View detailed instructions**.



STEP 6

You're All Set Until You Travel

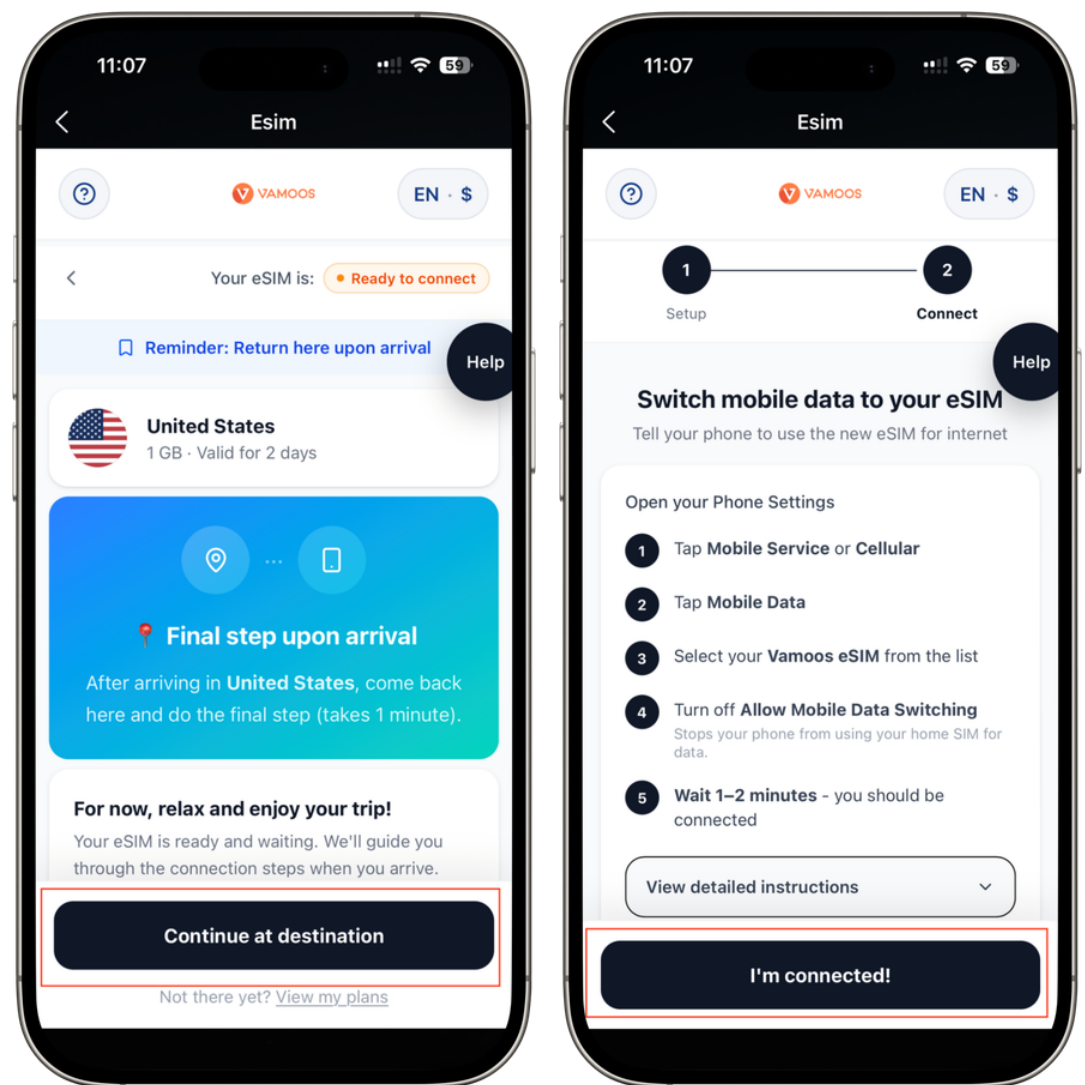
Once installed, there's nothing else to do until you arrive at your destination.



STEP 7

Connect at Your Destination

When you arrive, make sure your phone is using the new eSIM to access the internet.



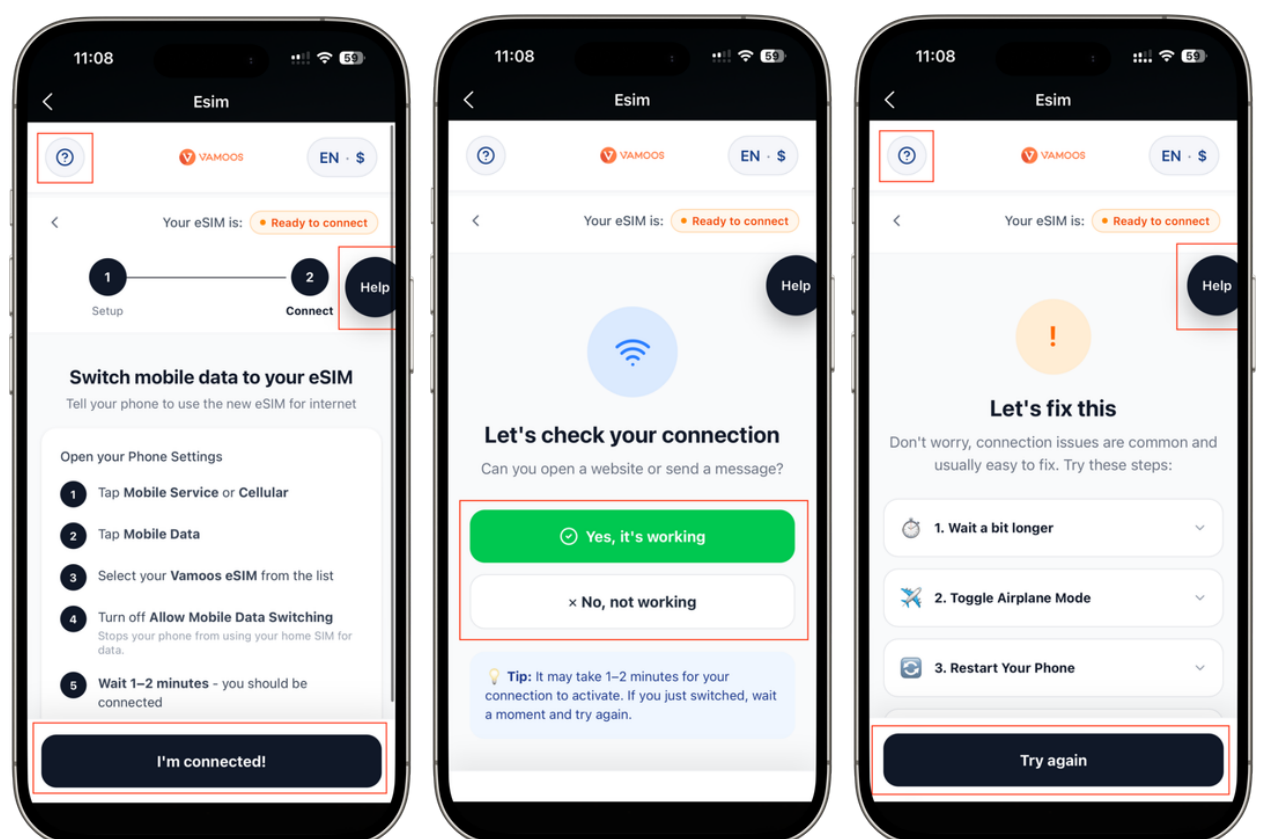
STEP 8

Confirm Your Connection

Once your eSIM activates, you'll be asked to confirm whether your connection is working.

If it's working - great, you're all set!

If it's not working - tap **No, not working**. You'll be guided through steps to resolve the issue. If the problem continues, tap the Help button or the ? icon for support.

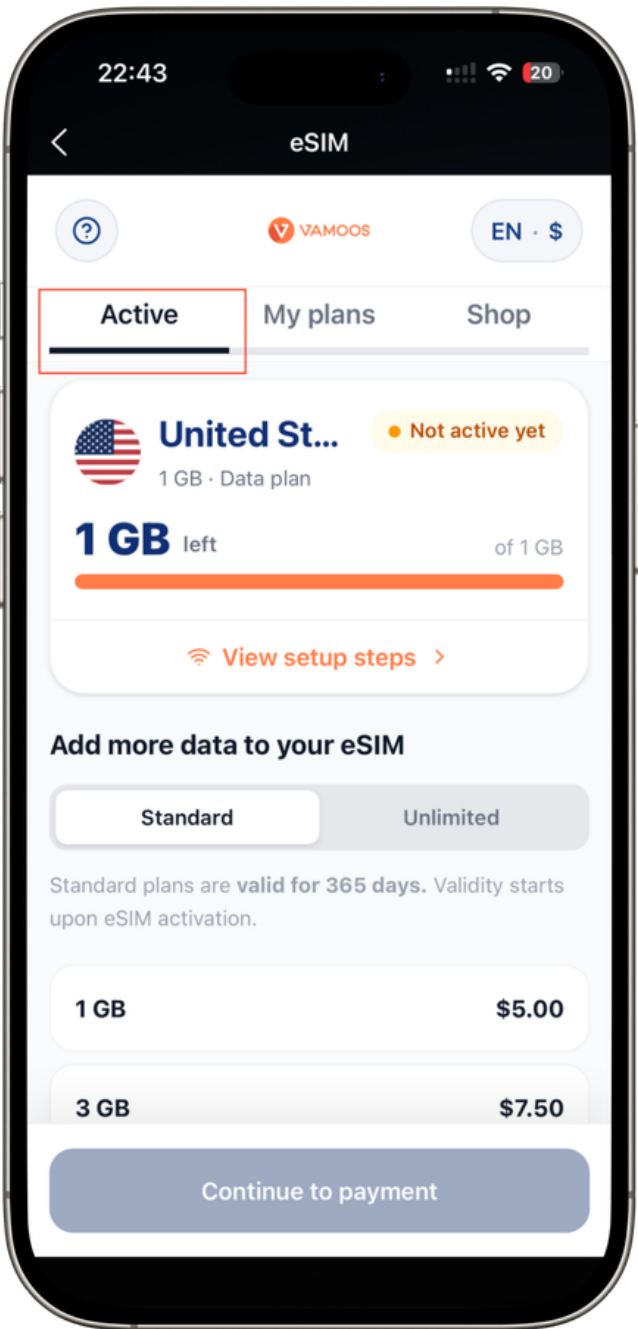


02 How to Top Up Your eSIM

TRACK YOUR USAGE

Keep an Eye on Your Data

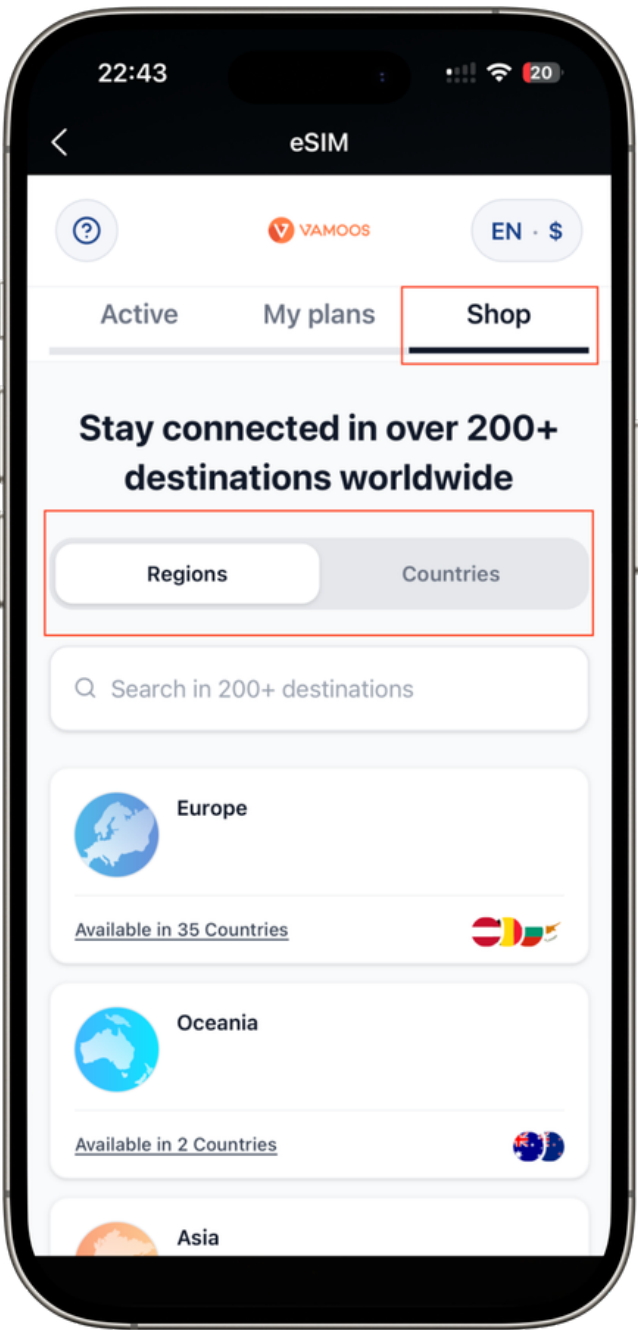
While your plan is **Active**, you can track how many GB of your plan you have left.



STEP 1 · SHOP

Shop

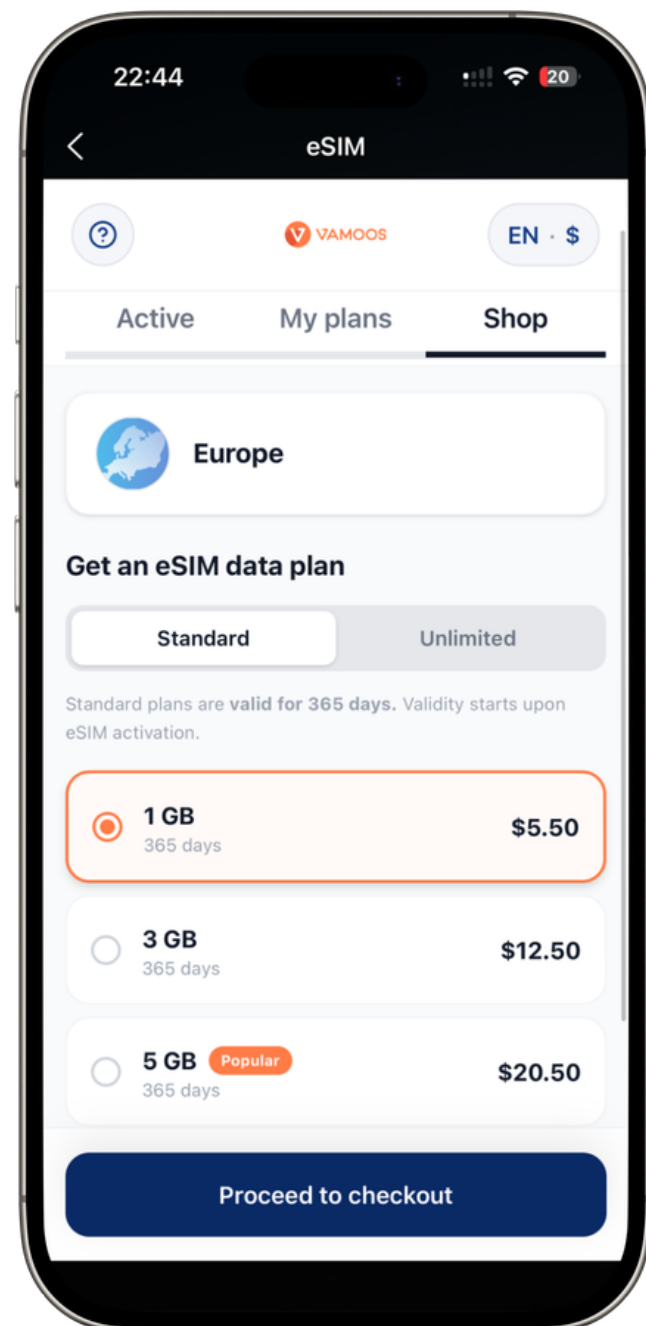
Once you use up all the available free data, you can explore and choose a new plan based on the region or country you are travelling.



STEP 2 · PAYMENT

Payment

Once you decide which data plan is most suitable, simply click **Proceed to checkout** and make your payment.



YOU'RE READY

Enjoy the Trip

Need a hand along the way? Tap the **Help** button or the **?** icon in the app anytime for support.