



THANK YOU FOR PURCHASING THE 012Global EUROPEAN SIM CARD!

Before using the SIM card in **Europe**, please review this manual, which outlines a few instructions. We hope you will enjoy your stay in **Europe**.



Your phone must be **unlocked** in order to use the service.

USING OUR SERVICE IS EASY:

- Insert your SIM card into your mobile and turn it on.
- Your phone number is on the card. To receive calls outside of the United Kingdom, replace the 0 at the beginning of the number with 44.
- CALL IN Europe* – just dial the number with the country code/
- CALL INTERNATIONAL NUMBERS (outside of Europe)
 - Dial the access number 442033184732 and then the country code and number.
(Example: 972 + area code + number).
 - Download our app (from the app store or Google Play), select the access number “UK”, and start dialing from the app.
- The SIM card is pre-activated and can be used upon arrival.
- For any problems you have with the cellular network or date, call 500 from your phone.
- If you have any other problems, please feel free to contact our customer service at + 44203-608-8808 or email us at mobile@012global.com.
- **DATA NOT WORKING –**
 - On Android: Settings > More... (under Wireless & networks) > Mobile network > Access Point Names > 3 > Edit access point.
 - On iOS: Settings > General > About > wait for 15 seconds, then select Update.

If the Internet still does not work, all you need to do is to set up the APN:

Settings > more networks > mobile networks > put a check in the box for “mobile data” > access point > click the “+” to add an APN >

APN Name	3
APN	three.co.uk
MMSC	http://mms.um.three.co.uk:10021/mmsc
MMS proxy	217.171.129.2
MMS port	8799
APN Type	Internet + mms

Press the "Menu" button on your device and then "Save" on the screen.

*Countries included: Austria, Belgium, Bulgaria, Cyprus, Czechia, Denmark, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and the United Kingdom.

ENJOY!



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