

# GROUP SIM CARD FAQ

## Which SIM card do I need for my phone?

### Apple iPhones:

**Micro SIM:** 4S

**Nano SIM:** 5 and up

### Samsung Galaxy Phones:

**Micro SIM:** S III, S4, S4 zoon, S5, Core Prime, Grand Prime, J1, J2, J3, J7, Prevail LTE

**Nano SIM:** All S6, S7, and S8 phones, Note 5

**Mini SIM:** Victory

**Standard SIM:** S III Mini, Galaxy Ace

### Motorola Phones:

**Micro SIM:** Motorola Moto E, Moto G, Moto G 3<sup>rd</sup> Gen, Moto G 4G, RAZR HD

**Nano SIM:** Motorola Moto X, Moto X 2<sup>nd</sup> Gen

**What does “G” and “GB” mean?** “GB” is a measurement of how much data you will have using “G” speeds. For instance, the basic SIM card rental will provide 30 GB of data at 4G speed.

**How many GB of data do I need?** That all depends on your usage habits. Rough stats: up to 60% of travelers to Israel use an average of 4 GB to 6 GB of data for a 10-day trip to Israel; about 40% use the full 10 GB.

**Does my plan include MMS or Picture Mail (pictures sent via texts)?** This is not a function of the plan; you can send pictures through email or “WhatsApp.”

**When will I know my Israeli phone number?** Prior to receiving your card, you will receive an email with your phone number(s).

**How are orders shipped and when should I order?** Orders are shipped via USPS with tracking numbers; no signature required. *Be sure to order at least 10 days (preferably two weeks) prior to departure to allow adequate time for shipping.* Or you can pay an additional fee for expedited shipping.

**How does the billing work?** Upon shipment of your SIM card, your credit card will be billed for all fixed fees including shipping, rental, and requested upgrades. Upon return of your phone, a final charge will be made for other fixed fees such as return shipping, late fees, and extra rental missing or damaged accessories.

## How can I differentiate my US phone number from my Israel phone number?

Your Israeli number begins with the area code 052; the other number (if you have one) is your American number.

**What about call forwarding with my US phone number?** You can have your current U.S. phone number forwarded to the Israel Connect US number at no cost. **You will need to contact your cell phone provider with your new assigned U.S. number and ask them to activate this feature prior to departure.** Alternatively, you can manually forward your number by following the written instructions you will be receiving with your SIM card. Call customer support at **212-300-5474** for further instructions.

**What if I didn't forward my number before I left for Israel?** Call your U.S. provider from Israel; they can arrange the forwarding.

**Will I still have my contacts if I remove my phone's original SIM card and replace it with an Israeli SIM card?** Yes, the SIM card only provides service; it does not store information.

**What about my voicemails before departing for Israel?** Attend to your voicemails before departure; they will be automatically deleted when you replace the SIM card in Israel.

**How do I insert the SIM card?** A pin will be shipped to you with your SIM card. In newer smartphones, just insert this pin into the small hole and the tray for the card will pop out. In older Android phones, there is a slot for the SIM card directly behind the battery.

**How do I reset my voicemail?** Dial your assigned Israel number from your phone, followed by #. When prompted, your password is 1234#; please do not change the password.

**Can I use the SIM card as a mobile hotspot?** Yes – in the great majority of locations throughout Israel, but not all.

**What if I need to extend my SIM card rental?** Call Israel SIM Connect customer service team at 212-300-5474 and request to extend your service at the same daily rate. Be sure to call before the final day it is schedule to be turned off!

## How do you make phone calls and texts between Israel and the US?

### Instructions for friends and family in the States to call you in Israel:

Step 1: Dial "011" (USA exit code).

Step 2: Dial "972" (Israel country code).

Step 3: Dial the Israel phone number, minus the initial "0".

Step 4: For instance, if the Israel number is 052-720-2552, they would call: 011-972-52-720-2552.

### Instructions to call friends and family in the states from Israel:

Step 1: Dial "00" (Israel exit code).

Step 2: Dial "1" (USA country code).

Step 3: Dial the USA phone number: the 3-digit area code followed by the 7-digit local phone number.

Step 4: For instance, if you are calling 760-379-8812, you would call: 001-760-379-8812.