

Buying Data Plans & Coverage

How to Use Day Pass Plans

Day Pass plans provide a fixed amount of high-speed data daily and unlimited data at 2G speed after the high-speed allowance is used.

Example:

A Europe (30+ areas) 500MB/Day plan for 5 days provides:

- 500 MB/day of high-speed data (4G/LTE/5G)
- 2G speed (255 Kbps - 512 Kbps) after exceeding 500MB

Data resets every 24 hours, and this continues for 5 days.

Key Features:

- Hotspot Sharing: Supported
- Unlimited Daily Data: Fair Usage Policy (FUP) applies
- Custom Validity: 1 to 365 days
- Speeds: Up to 5G
- Pre-Install Validity: 30 days
- No Top-Up Available

Daily Plan Pricing:

Total price: [Number of Days] * [Plan Cost]

Days are counted from the first connection and reset at midnight based on a fixed time zone.

Buying Day Pass Plans

1. Buying via Console:

- Choose a Day Pass plan.
- Add to cart and select the number of days.
- Complete checkout.

2. Buying via API:

Use the Slug and periodNum parameters:

- **Example:** Slug = TH_0.5_Daily
- periodNum = 5 (for 5 days)

Order a plan and use the orderNo to track it. Refer to the API documentation.

Example: Order with Slug TH_0.5_Daily and duration of 7 days.

APN Settings

APN settings are configured automatically for most devices. Special exceptions apply to Japan for iOS devices.

For iOS (Japan):

1. Go to Settings > Mobile Data > Mobile Data Network.
2. Set APN to vmobile.jp.
3. Turn on roaming for eSIM.

For Android:

APN may need to be configured manually in some cases.

APN in API:

APN, PIN, and PUK details are available in the API.

Hotspot Sharing

Supported by default.

Troubleshooting Common eSIM Issues

a) I Can't Connect to the Internet:

1. Go to Settings > Cellular > Cellular Data.
2. Select the newly purchased eSIM.
3. Ensure Data Roaming is ON.

Look for network bars:

- Bars: Connected to a tower.
- No Signal: Restart the device to refresh the connection.

Manually select the network if necessary.

Tips:

- First-time connection may take up to an hour.
- Turn off VPN settings.
- Toggle eSIM ON/OFF.

b) I Can't Install My eSIM:

- Ensure your device is unlocked.
- Verify eSIM compatibility.
- Ensure a strong internet connection.
- Confirm the QR code hasn't been used by another device.

Can Users Reinstall a Deleted eSIM?

- eSIMs *CAN* be reinstalled from the same QR code used during the initial installation.
- Users can scan the same QR code to re-add the eSIM profile.

Note: QR codes cannot be shared or reused on another device.

Why Can't I Access the Internet Even with Data Left?

Data usage updates may not be real-time. Check consumption:

- Go to Settings > Cellular > Data Consumption.

What if I Deleted My eSIM Accidentally?

- Attempt to reinstall using the original QR code.
- If reinstallation fails, a new eSIM purchase is required.

Can I Transfer My eSIM to Another Device?

- **Activated eSIM:** Not transferable.
- **Non-Activated eSIM:** Transferable to a new device.

5G Availability

Checking 5G Availability:

- Use the RAT column to check the available network status (3G/4G/5G) for each plan and country.

Supported Countries for 5G:

The following countries currently support 5G (subject to change). Always check the latest updates in the portal or API responses.

Country/Region	Network Status
Aaland Islands	4G/5G
Argentina	4G/5G
Asia (20 areas)	4G/5G
Asia-Pacific 6GB 8Days	4G/5G
Australia	4G/5G
Austria	4G/5G
Bahrain	4G/5G
Belgium	4G/5G
China	4G/5G
Croatia	4G/5G
Czech Republic	4G/5G
Denmark	4G/5G
Estonia	4G/5G
Europe 40+ Countries	4G/5G
France	4G/5G
Germany	4G/5G
Greece	4G/5G
Hong Kong	4G/5G
India	4G/5G
Italy	4G/5G
Japan	4G/5G
New Zealand	4G/5G
Philippines	4G/5G
Singapore	4G/5G
Spain	4G/5G
United Kingdom	4G/5G
United States	4G/5G
South Africa	4G/5G
Tunisia	4G/5G

Brazil	4G/5G
Qatar	4G/5G
Uzbekistan	4G/5G

Refer to the portal/API for the most up-to-date list.

Checking Data Usage

End-User Check:

- Access the Short URL provided.
- Click on "Check Usage" for real-time stats.

Support Channel

For unresolved eSIM issues:

1. Contact the support email provided by your reseller.
2. Provide ICCID and relevant screenshots for quick troubleshooting.

Refunds:

- **Unused eSIM:** Cancel the order for a refund.
- **Used eSIM:** Contact support for refund assistance.

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