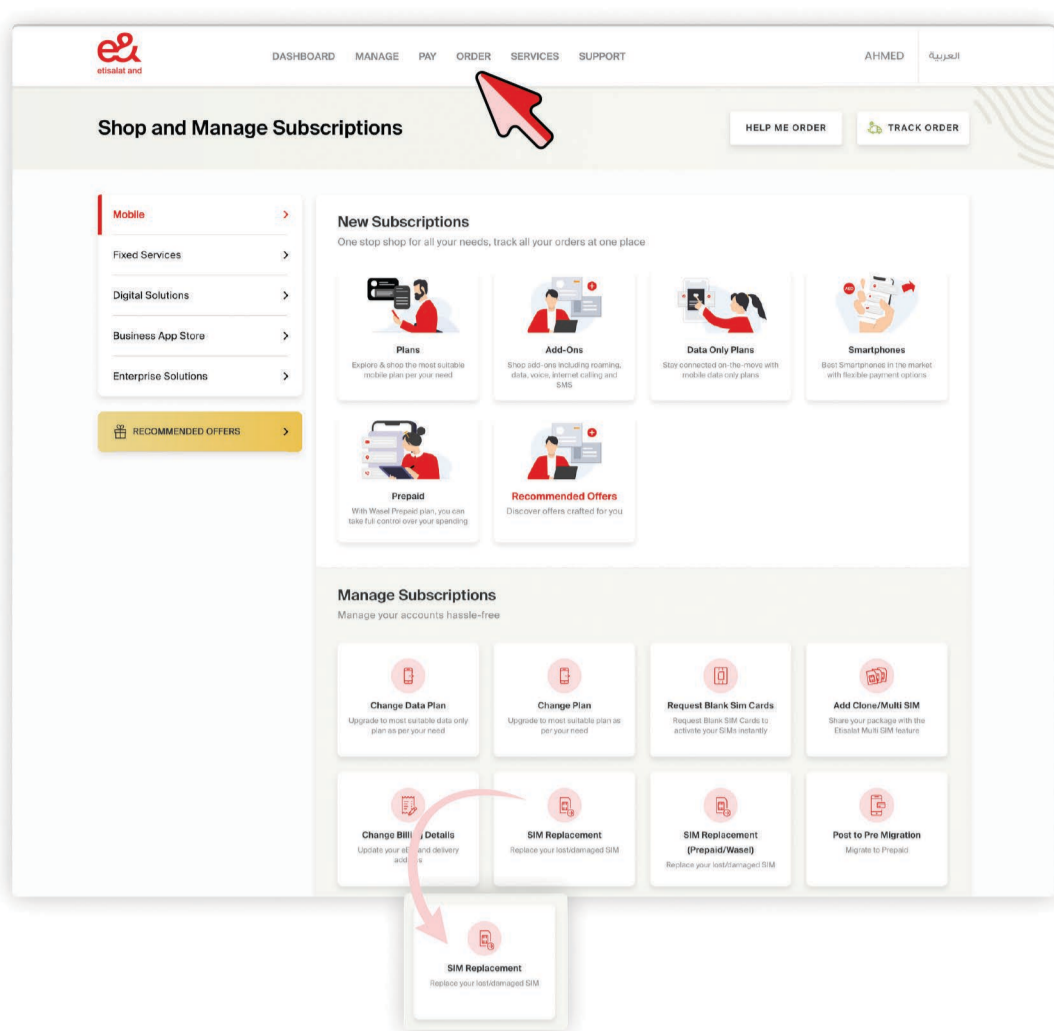


Guide to SIM Replacement

Simply follow the easy steps below

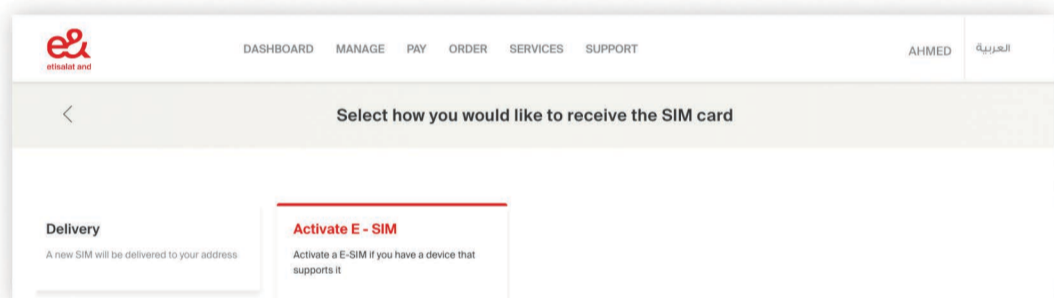
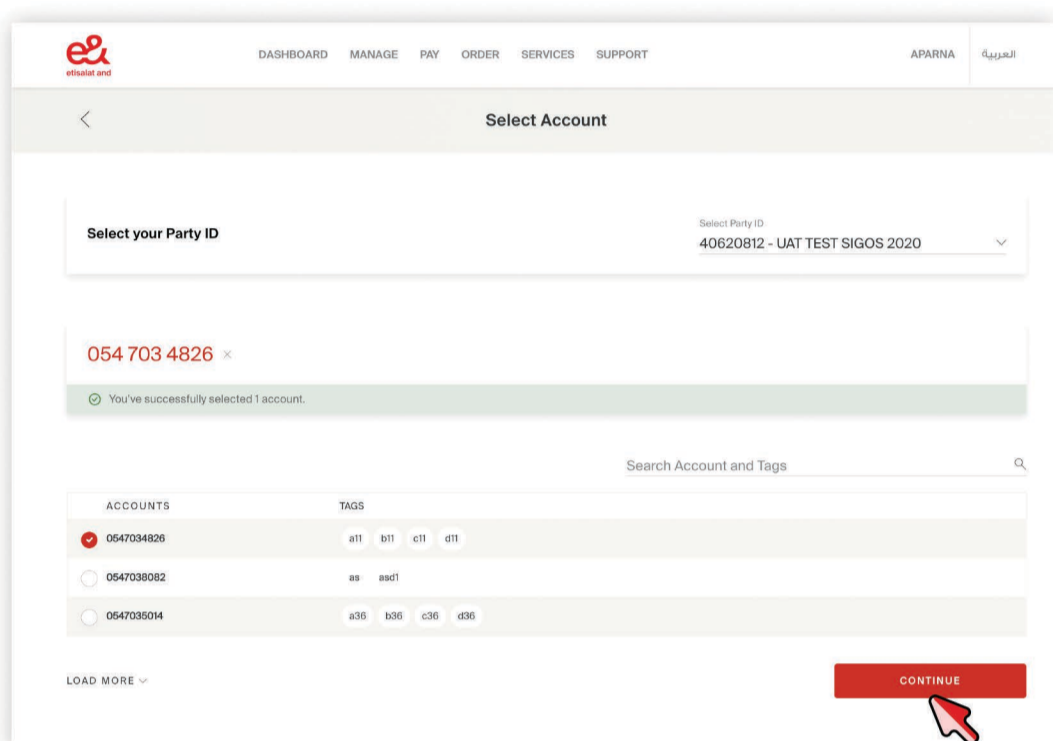


Step 1:

Sign in, go to the '**ORDER**' menu, select '**MOBILE**', scroll down and select '**SIM REPLACEMENT**'

Step 2:

Select an account for which the SIM needs to be replaced and click on the '**CONTINUE**' button



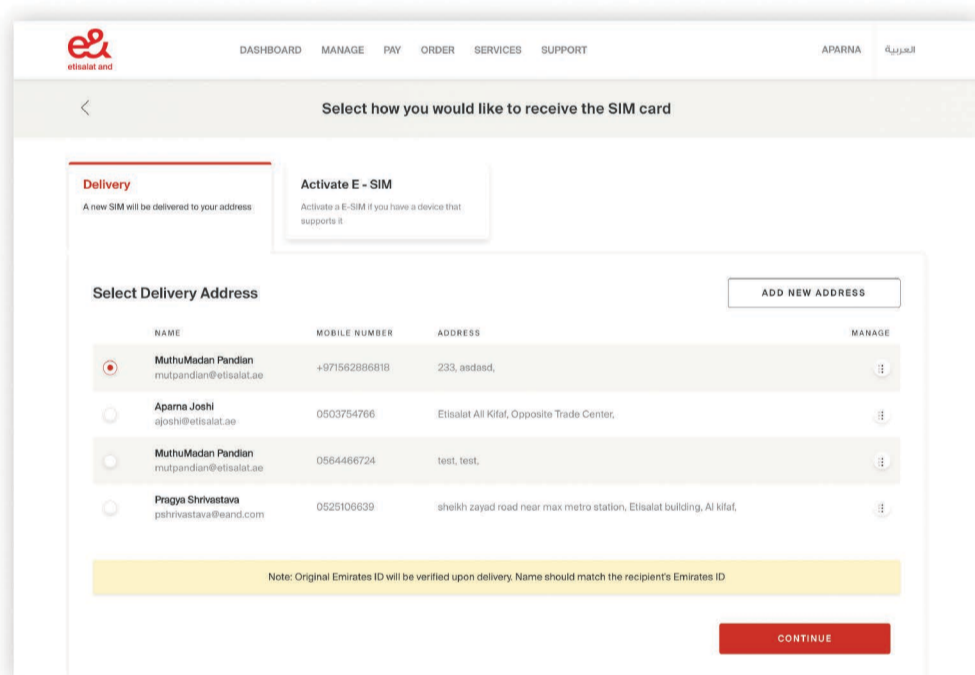
Step 3:

Select on how you would like to receive the SIM card:

- Delivery
- Activate E-SIM

Delivery:

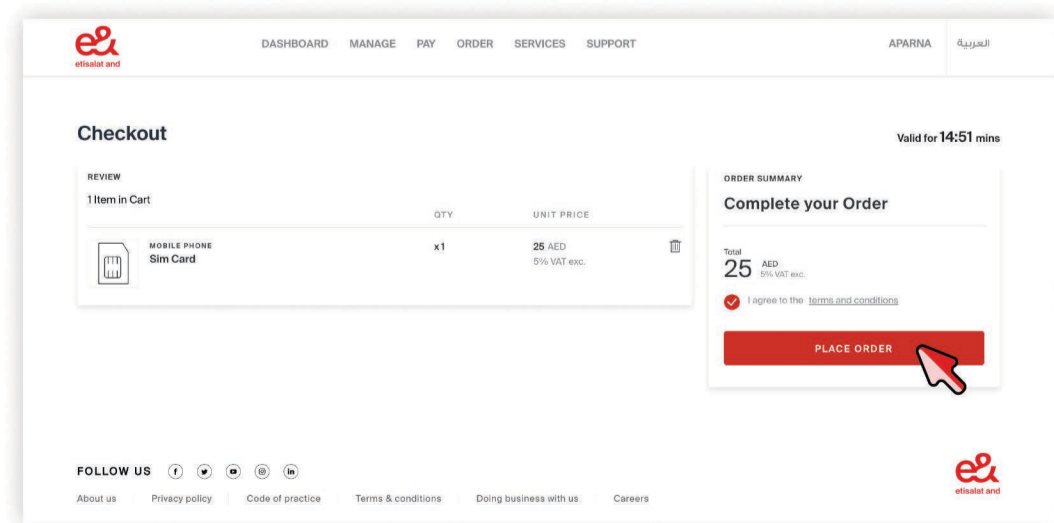
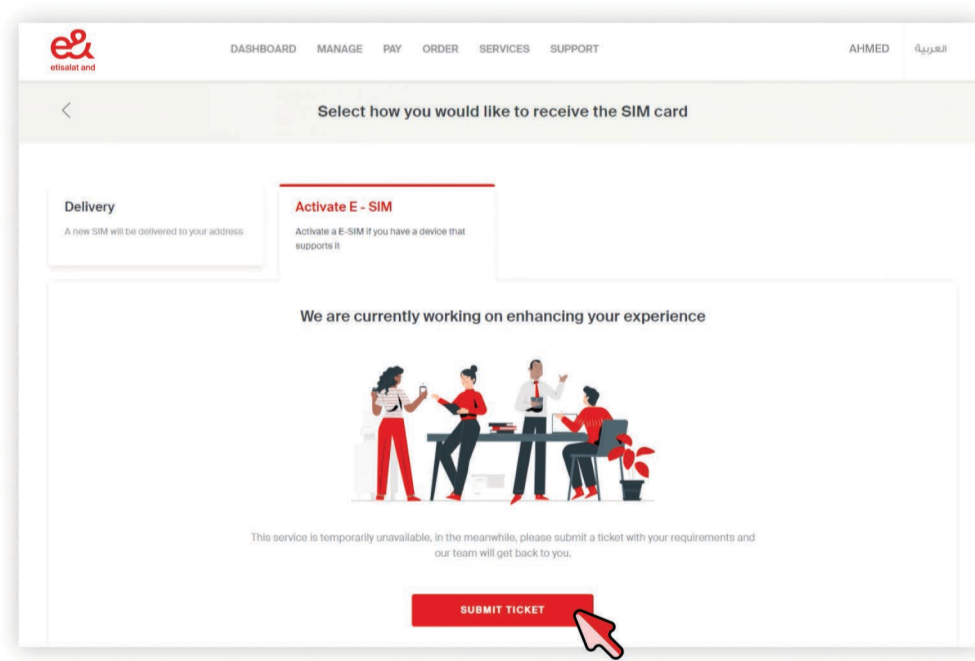
1. Select a delivery location from the list. If the address is not listed, you may add a new address by clicking '**ADD NEW ADDRESS**'
2. Select '**CONTINUE**' once done.



Activate E-SIM:

This option is temporarily not available

You can click on '**SUBMIT TICKET**' so our backoffice teams can support you



Step 4:

Verify the details, agree to '**TERMS & CONDITIONS**' and click on '**PLACE ORDER**' button.

Step 5:

You will receive an email about the order confirmation.

