

## Customer Support

The customer service teams are available  
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Digital Version of Instructions



**SIM Card Rental**

Brazil  
Vivo Airtime (Data)

**SIM Card Enclosed**

Rented a device? Your SIM has been pre-inserted.

# Thank you for choosing Cellhire

## Important

### Lost and Stolen

In the event that your SIM card is lost or stolen, please contact Cellhire immediately on the 24/7 helpline to suspend the SIM and discuss replacement options.

Please remember that once the SIM is reported lost/stolen, you will remain responsible for all charges and usage incurred until the network disables the SIM.

## Data Settings

APN settings should be automatically added by the network to your device. If you are experiencing connectivity issues, details can be manually added.

The APN settings are:

APN: zap.vivo.com.br

Username: vivo

Password: vivo

## Please Note

### Data usage

Data should only be used on products that have a data bundle attached. Data usage on voice only products can result in significant charges and is NOT RECOMMENDED.

### Getting started

If you have rented a device your SIM card has been inserted for you. To insert the SIM card into your device, the gold disc on the SIM must make contact with the connectors inside the device. Insertion is only possible if the SIM is positioned correctly.

## Please Note - SIM Only Rentals:

You are not required to return SIM cards.

SIM cards must be destroyed/cut after use and Cellhire informed immediately of discontinued usage.

## Your Phone Number:

Please refer to the back of your device