

Customer Support

The customer service teams are available
7 days a week:

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Digital Version of Instructions



SIM Card Rental

eSIMsmart
eSIMsmart Airtime

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.

Please Note

Your phone book contacts

Contacts in your own phone book are stored either on the phone or SIM memory. To ensure you have access to all of your contacts, copy all contacts to your phone memory and activate the phone memory on your handset.

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 standard APN settings are:

APN: internet

Username: *(leave blank)*

Password: *(leave blank)*

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:

Please return your SIM in the pouch below.

Refer to return envelope for full returns details.

Your Phone Number:

Please refer to the back of your device