



*welcome*  
**to Canada!**

# Arrival Guide

# *get to know* PhoneBox

PhoneBox is proud to offer high-quality phone plans for an affordable price to all students!

With a Plan set made especially for international students, PhoneBox offers local cell phone plans starting at \$30/month.

**Everyone can join PhoneBox!**

**PhoneBox service is available for students, their families and host families.**



*you might be wondering...*

**Why is PhoneBox perfect for international students?**



### **5G Speed coverage!**

We offer 5G and LTE/4G coverage all over the country.



### **eSIM**

Our services without the need for a physical SIM card.



### **No contract or credit history**

You can join or cancel your plan at any time with no hassles. contractual commitments.



### **Unlimited International Calling**

Stay Connected to Worldwide Friends! You are now able to make calls in 29 countries.



### **Scheduled activation**

You can join PhoneBox in advance and schedule to start using the service when you arrive at your destination! <sup>1</sup>



### **We speak your language! <sup>2</sup>**

In our customer support team we have people from all around the world! We offer many languages to help you: English, French, Korean, Japanese, Chinese, German, Spanish, Portuguese, Vietnamese, Hindi, Punjabi and Khmer!



### **Worldwide free delivery!**

You can get a SIM card delivered for FREE anywhere in the world.

#### *notes*

- <sup>1</sup> PhoneBox can set the scheduled termination, so you won't forget to terminate.
- <sup>2</sup> We also have a guideline translated in different languages to help student, parents or host families.



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## Monthly Plans With International Calling\*

**7GB** | **\$35** CAD /month

**25GB** | **\$45** CAD /month

**50GB** | **\$55** CAD /month

**i** All plans have **UNLIMITED Canada-wide Calling & International Calling | International Messaging.**

Students using these plans will receive a monthly invoice from PhoneBox every 15th of the month with a payment due date on the 25th.

The data will be automatically blocked if the students use 100% of the data capacity, and it will be reset on the second day of the following month.

\* Unlimited international calling to 29 countries: The United States, China, Hong Kong, India, Mexico, Bangladesh, United Kingdom, Argentina, Australia, Brazil, Costa Rica, Colombia, France, Germany, Japan, Korea, Ireland, Italy, Malaysia, Netherlands, Nigeria, Pakistan, Peru, Philippines, Poland, Singapore, Sri Lanka, Taiwan and Vietnam.

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## Prepaid Plans With 5G Speed

**5GB** | **\$35** CAD /30 days

**20GB** | **\$45** CAD /30 days

**35GB** | **\$55** CAD /30 days

**45GB** | **\$60** CAD /30 days

**i** All plans have **UNLIMITED Canada-wide Calling | International Messaging.**

Prepaid plans work with a 30 days term. You can save a credit card for an auto extension to keep the service working as long as you are in Canada.

Cancel the service anytime online via PhoneBox mobile app or by contacting our Customer Service.

**Save \$10**

by ordering your SIM Card through this link:

You can request the SIM Card shipping for your country, your homestay or anywhere else in the world.





*need help?*

## Watch our Videos



**Watch this video**  
to learn how to activate  
your SIM!



### **Skip the delivery! Sign up for eSIM!**

An eSIM is a digital SIM Card that has the same function as the physical one.

It sets up a phone line into your mobile. But with the eSIM you don't need to wait. You can have everything working in instants only by scanning the QR code we send to your email!

You just need to make sure that your phone is compatible with the eSIM technology!

## *next* Steps



**Once the payment is complete** you will receive a confirmation email with your payment details.



On the day you **schedule** your service to be activated you will **receive another email** with your phone number!

### **Attention!**

When doing the payment you will have the option to save your credit card information for **Auto Payment!** This means that after 30 days we will automatically extend your plan for 30 days more! So you don't have to worry about anything!

But, if you rather not set up the auto payment, just remember to extend your plan before the 30 days end or your number will expire!

**Save Credit Card**



## *download our* **App**

You can **extend your line, change your plan** and more in our PhoneBox App!

Your parents would like to manage your account?  
Or your host family would like to help you with that? No worries!

No matter where they are they can download the PhoneBox App and manage your account!

*questions?*

## We Have Answers!

**- When can I scan the eSIM QR code?**

The QR Code should only be scanned when you arrive at your destination. The QR Code can only be scanned once. So, please, do not try to scan it before your arrival or you will need to contact us to get a new one.

**What are the payment methods available?**

You can pay with an international or Canadian credit card, a Canadian debit card, Google Pay, Paypal, Alipay, or WeChatPay.

**- What should I do if I lose my mobile phone?**

Contact PhoneBox so we can send you a new SIM Card so you can keep using our service with the same phone number.

**- How long does shipping take to international countries?**

It usually takes around 1 month.

**- What should I do if I do not have service in Canada?**

Check your network setting.

**- Can I schedule the termination of PhoneBox service before going back to my country?**

Yes, you can choose a cancellation date in our APP or contact our customer service.

If you need to change the service start date, if your QR code is not working or if you need help with something else, please, contact our customer service.

*still need*  
**Help?**

**Contact Us**

-  **Toll free:** +1 855-886-0505
-  **eMail:** [services@gophonebox.com](mailto:services@gophonebox.com)
-  **WhatsApp:** +1 403-966-2412
-  **Line(Japanese):** @phoneboxcanada
-  **WeChat:** phonebox Canada
-  **Kakao talk Plus Channel(Korea):** PhoneBox

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