

Postpaid Plan Information

Billing cycle & invoices

Our billing cycle ends on the 1st of every month and starts on the 2nd every month. Your unused data is not carried forward to the next month and resets on the 2nd, with the start of the next cycle.

The invoice for every month is issued on the 15th and will be sent via email. Payments must be made on or before the 25th or a 5% charge will be added to next invoice.

If you sign up for automatic withdrawal/payments with either your credit card or a Canadian bank account you will be charged prior to the 25th of the month.

Payment methods

You can pay in-store, online, with a bank transfer or with PayPal.

Automatic withdrawals are for credit cards and Canadian bank accounts only. If you wish for us to withdraw from a Canadian bank account automatically please contact our Customer Care Team (info below). If you wish to automatically withdraw from a credit card you can set it from your PhoneBox online account:

www.gophonebox.com/en/Account/Login.

How to Setup Your Device

Inserting a SIM Card

If you have ordered a SIM Card from us, you will find the SIM Pin within the package.

Insert it into the hole in the side of the device and swap out the SIM card. Ensure it is correctly positioned in the tray.



Cancellation / refund method

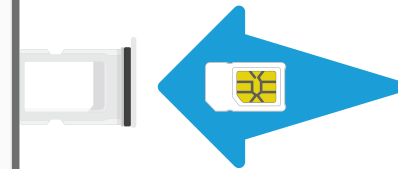
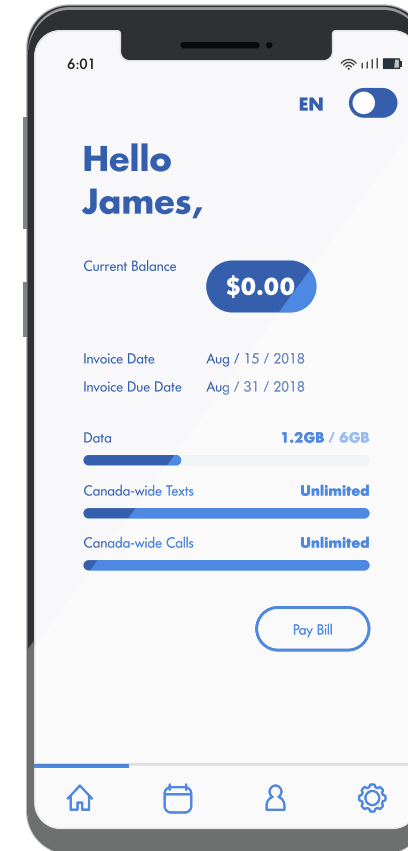
Please contact us by coming into one of our stores, e-mailing or calling to request cancellation. It is possible to set your cancellation date in advance.

Once your service is cancelled please discard your SIM card. Cancelled SIM cards can not be used again.

If your service is not cancelled on the closing day of our billing cycle (1st of the month), the unused (prorated) days for that month will be refunded. The amount of data you have to use for that partial month is also prorated. If you exceed this prorated amount and incur any overages your refund will be used to pay for any amount owing. If there is still an outstanding balance it will be withdrawn from your credit card.

Refund Policy

If there is no usage amount within 7 days of your activation date, then the fee for the plan will be refunded if cancelled (except SIM card fee). If usage is confirmed within those 7 days, the number of days used will not be refunded and the remaining amount will be refunded. The earliest cancellation after 7 days is one month.



ONBOARDING GUIDELINE



Why and how to sign up for our service.

iPhone

Go to Settings > General > Reset > Reset Network Settings.

This also resets Wi-Fi networks, passwords, cellular settings, VPN and APN settings that you've used before.

If you still can't use data, then please delete the previous profile by following these steps:

Tap "Settings" on your iOS device, then tap General > Profiles.

Tap on the provisioning profile you would like to delete and then tap the "Remove" button. Once accepted, the provisioning profile will be removed from your iPhone.

Android

Settings > Wireless & Networks > Mobile Networks > Access Point Names > PRESS "MENU" BUTTON > NEW APN. Please manually type in the following information:

TELUS

-NAME: PhoneBox
-APN: sp.telus.com
-MMSC: http://aliasredirect.net/proxy/mmsc
-Proxy Server: 74.49.0.18
-Port: 80
-MCC: 302
-MNC: 220

ROGERS

-NAME: PhoneBox
-APN: Itemobile.apn
-MMSC: http://mms.gprs.rogers.com
-Proxy Server: 10.128.1.69
-Port: 80

Click the MENU button and SAVE. After saving, please make sure the new APN (PhoneBox) is selected from the Access Point Names screen.

Contact Our Customer Care Team

Call Toll free 1-855-886-0505

Email info@gophonebox.com

Care Team Hours

Monday-Friday
7am-6pm PST;

Saturday-Sunday
11am-6pm PST;

Follow us on Social Media

twitter.com/gophonebox

[instagram.com/gophonebox](https://www.instagram.com/gophonebox)

[facebook.com/gophonebox](https://www.facebook.com/gophonebox)



Why Us?



Easy Online Activation

You can activate SIM Cards worldwide on our MySIM web portal.



Multilingual Services

We offer our online activation and customer service in English, Japanese, Korean, Chinese, Vietnamese, Portuguese and Spanish.



PhoneBox App

Login to view your usage, make payments, and make changes to your account.



Free SIM Card Delivery

Clients can order our SIM Cards from anywhere in the world for free. This allows them to activate in their own countries before coming to North America.



PrePaid & Postpaid plans

Our prepaid and postpaid plans are suitable for both long-term and short-term users.

- No contracts required
- Minors can sign up for our service

How to Sign Up?

Grab a SIM Card

From one of our partners

We provide our partners with SIM cards that they can pass on to you. We have multiple options in terms of who and how the SIM Card is paid for. Find one of our partner locations here:
www.gophonebox.com/en/Help/Map

Order one

Clients can get a SIM Card shipped to them for free! All they have to do is go to our MySIM Activation page and order a SIM Card.

Shipping takes 3-4 business days in Canada & 7-10 business days internationally

Get one directly

We have multiple locations with which clients can come into to get a SIM Card and two stores in Canada.

PhoneBox Vancouver
658 Seymour St. Vancouver, BC V6B 3K4

PhoneBox Toronto
305-1240 Bay St, Toronto, ON M5R 2A7

Use our MySIM Activation Portal

Postpaid Activation Instructions

1. Go to our website at www.gophonebox.com and click on "Activation" in the top menu.
2. From here you will be directed to our MySIM Activation Portal. Then select your preferred language for activation.
3. Input the SIM card number (if you have one).



You can find the SIM card number on the back of the provided card.

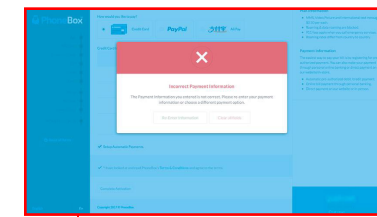
4. You need to choose the province and city you are going to so that we can assign you a phone number with the right area code.
5. You are only able to Port in another Canadian Phone number to our service. Please click "No" unless you have a number you wish transfer.
6. Then select the date you wish to start using our service.
7. Select your plan, please be aware of the amount of data you may use.
8. Enter in your name.
9. Enter in your correct email address, we send your invoices, notices and news to the email address you provide. Please ensure the email you provide is correct.
10. Click "Continue to Billing" and review your plan information.
11. Select your payment type (credit card, PayPal, or Alipay).
12. Please review our "Terms & Conditions" and check the box to continue.
13. Once finished press "Complete Activation".
14. You will receive a confirmation email regarding you activation. Your new phone number will be sent in a separate email on the date of activation.

You can check the "Setup Automatic Payments" box to have your monthly fee paid automatically every month using your credit card.

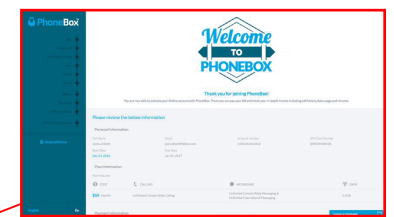
If you have any questions during your activation just click on the question marks '?' at a specific section for more information.

TELUS®	\$40 /month	Unlimited Canada-wide Calling Unlimited Canada-wide Messaging Unlimited International Messaging	3GB
	\$60 /month	Unlimited Canada-wide Calling Unlimited Canada-wide Messaging Unlimited International Messaging	6GB
	\$25 /month	Unlimited Canada-wide Calling Unlimited Canada-wide Messaging Unlimited International Messaging	500MB
ROGERS®	\$45 /month	Unlimited Canada-wide Calling Unlimited Canada-wide Messaging Unlimited International Messaging	5GB
	\$65 /month	Unlimited Canada-wide Calling Unlimited Canada-wide Messaging Unlimited International Messaging	9GB

YouTube HD 1.4hrs 1GB of Usage	Instagram 28.4hrs 1GB of Usage	Netflix HD 1 hrs 1GB of Usage
Google maps 200hrs 1GB of Usage	Facebook 11.4hrs 1GB of Usage	Skype Video 1.9hrs 1GB of Usage



Payment issue/failed activation screen



Successful activation screen

We have other plan types also!

<h4>Prepaid plans</h4> <p>These plans are great for clients who are only using our service for a few months, are afraid of overages and want the flexibility of adding extra data. www.gophonebox.com/en/Plans/Plan#PrePaidPlans</p>	<h4>USA plans</h4> <p>We provide USA SIM cards and plans for both short and long term trips. www.gophonebox.com/en/Plans/Plan#USAPLans</p>	<h4>Data only plans</h4> <p>Clients can get data only plans for their tablet or wifi hotspot. www.gophonebox.com/en/Plans/Plan#DataOnlyPlan</p>
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