



How to get started with your Travel eSIM

Setting up your eSIM

Scan the QR code in the email you received to activate your eSIM.

If you're unable to scan the QR code follow your phone manufacturer's eSIM manual installation instructions.

Now you can start using your phone for data, calls and texts while you are in New Zealand.

Your plan will auto renew each month until you stop it. See the next page for details on how to stop auto renewal.

Note: Ignore the 2degrees text message saying "You're out of credit". Your plan is working, this simply means that you do not have any additional prepay credit on your account.



Registering to use the 2degrees app & website

You may want to install the 2degrees app so you can keep an eye on your data and minutes each month, and to control auto renewal of your plan.

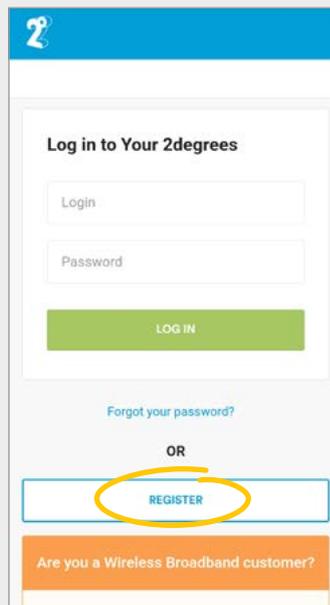
Registering through the website

1. At 2degrees.nz click on "account", then "mobile login". [Or follow this direct link.](#)
2. Click "Register" and follow the instructions.

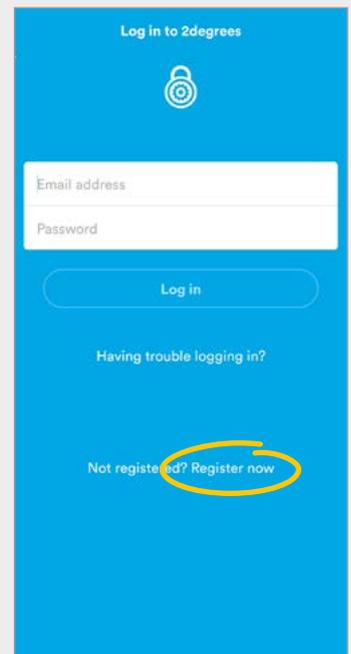


Setting up the 2degrees app

3. Scan the QR code to download the 2degrees App or search for 2degrees in the App Store or Google Play.
4. Click "Register Now".
5. Continue to follow the instructions.
6. Return to the app and log in with your email and password.



Registering on the website



Registering in the 2degrees app

Ending Auto Renewal

To end Auto Renewal follow one of the methods below. 2degrees will send you a text afterwards to confirm. You will keep the remaining balances until they expire.

If you do not receive a text, check the app or Your2degrees (website) to make sure your request has been processed.

To end Auto Renewal by text

1. For the \$19 Plan
Text "STOP 19plan1M" to 233
2. For the \$30 Plan
Text "STOP 30plan1M" to 233
3. Wait for the 2 confirmation texts.

To end Auto Renewal in the 2degrees website

1. Register with 2degrees, unless you have already done so.
2. Login to Your 2degrees and scroll down to "Your plans & add-ons"
3. Here you'll see your plan and the auto renewal date. Click "Stop this" to end auto renewal.

Note: You will not be asked for confirmation, once you click the "Stop this" link, Your plan will be stopped immediately.

To end Auto Renewal in the 2degrees app

1. Register with 2degrees and download the app, unless you have already done so.
2. Go to your Add-ons.
3. Click "stop" next to your plan

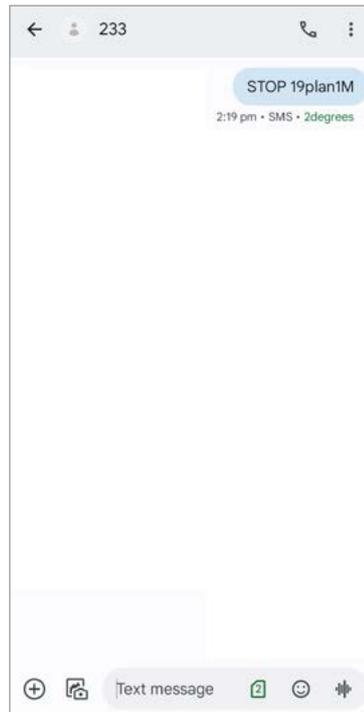
To end Auto Renewal by phone

1. Call Customer Care (200) free from your 2degrees mobile or call 0800 022 022 free from any NZ landline.
2. Follow the voice prompts through to the Add-on menu. From there you will be able to stop auto renewal of your plan.

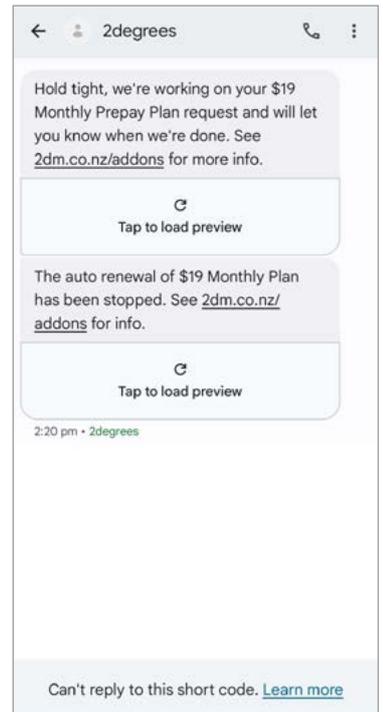
Already left New Zealand?

You can still register through the website or app to end Auto Renewal.

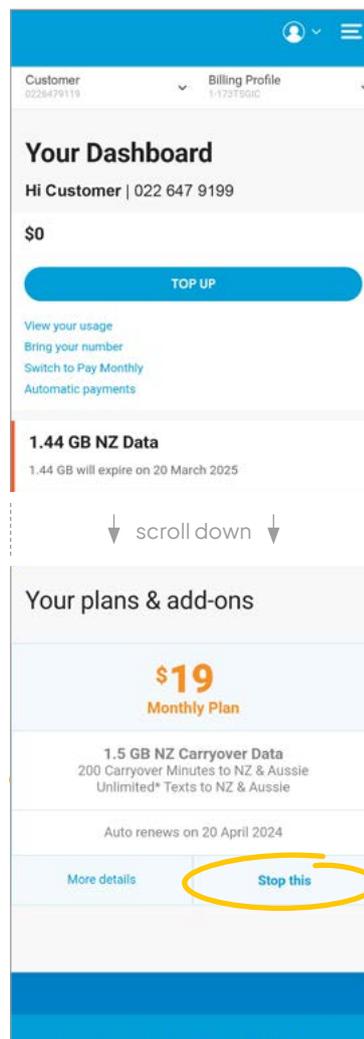
Alternatively, if you have registered a pin number with 2degrees, you can email a request through the contact us form on the 2degrees website. Include the pin number in your request for authorisation.



Cancelling Auto renew by text



Confirmation messages from 2degrees



Cancelling Auto renew in the 2degrees website



Cancelling Auto renew in the 2degrees app



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