

Please visit our website for the best mobile service options in North America

www.gianttree.ca

Thank you for purchasing our convenient travel product.

Stop before return.

Contact us at info@gianttree.ca for any questions.

1. Make sure that your mobile device is unlocked.
2. Please register your eSIM card on <https://go.gianttree.ca> at least 48 hours before the first day of your trip, under normal circumstances.
3. It is strongly recommended that you top up enough days before travelling. Extending your plan after the first day of your travel may cost more and maybe fail to extend.
4. Your eSIM card will be activated before 05:00 EST on the first day of your trip, and the service will end at 23:00 EST on the last day. The phone number will be sent via email as soon as it is activated.
5. Please turn on data roaming on your device when you are in Canada and Mexico.
6. Your phone number will change after 60 days of use.
7. If there is no local T-Mobile coverage, your phone may roam to another carrier, international calls may be temporarily unavailable, and data speeds may drop to 2-3Mbps. All services will automatically resume once you re-enter a T-Mobile coverage area.
8. Please refer to the following website for the network coverage map of the T-Mobile network:
<https://prepaid.t-mobile.com/coverage-map>
9. Please refer to the following website to check compatibility with your device:
<https://www.t-mobile.com/resources/bring-your-own-phone>
10. Please refer to the following website for eSIM setup.
<https://www.t-mobile.com/support/devices/sim-esim#activate>

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Instructions of Activation

Please follow these instructions at least 48 hours before travel.

Unpack the Giant Tree Canada or Amazon shipment

1. Please have IMEI ready. (dial *#06# on your phone pad to show the IMEI number)
2. Log onto <https://go.gianttree.ca>
3. Follow the instructions on the webpage:
 - Input the activation code
 - Input your email address
 - Select the first day of your travel
 - Input the IMEI
 - Extend the day of use if necessary
 - Confirm

Your activation Code

Set up your eSIM

QR code



- **SM-DP+ Address:** T-MOBILE.GDSB.NET
- **Activation code:** [Blank]
- **Confirmation code:** [Blank]

iPhone

There's a few ways to setup your eSIM:

- During the initial setup, choose New Cellular Plan > Continue.
- You won't have a network connection if you choose "Not now".
- If you've already set up your iPhone and are connected to Wi-Fi, your iPhone will automatically prompt you to activate your eSIM.
- Didn't get a prompt or chose to activate later? You can activate your eSIM from the device settings.

Samsung

- For the Galaxy Z Flip4 and Galaxy Z Fold4, make sure you connect to Wi-Fi during initial setup. You'll be automatically prompted to add your T-Mobile plan.
- For other Samsungs with eSIM, scan the QR code. Our Tutorials have steps for supported devices, like the Samsung Galaxy S22.

Android

- Scan the QR code. Our Tutorials have steps for supported devices, like the Google Pixel 6 Pro, or moto razr 5G.