

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.

Each T-Mobile SIM card has an expiry date, which is marked in the upper right corner on the back of the card. The sim card must be activated before it expires.

1. Make sure that your mobile device is unlocked.
2. Please register your SIM card on <https://go.gianttree.ca> at least 48 hours before the first day of your trip. Under normal circumstances, this card is for one-time use only, not guaranteed to be reused, and a re-activation fee will apply.
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 cause your phone number to change.
4. Your SIM 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 3G. 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>

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9. Please refer to the following website to check compatibility with your device:
<https://www.t-mobile.com/resources/bring-your-own-phone>

Instructions of Activation

Please follow these instructions at least 48 hours before travel.

Unpack the Giant Tree Canada or Amazon shipment

1. Please have the SIM card and **password** included in your package ready.
2. Log onto <https://go.gianttree.ca>
3. Follow the instructions on the webpage:
 - Input the password
 - Input your email address
 - Input the first day of your travel
 - Extend the day of use if necessary
 - Confirm



Instructions of Extension

If needed, please follow these instructions at least 48 hours before the last day of your plan.

1. Please have your password ready.
2. Log onto <https://go.gianttree.ca>
3. Follow the instructions on the webpage:
 - Input the password
 - Check the current last day of your travel
 - Input the number of days you want to extend
 - Confirm and pay