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TELUS

Authorized Dealer

SIM CARD INSTALLATION



SIM Card

To transfer a SIM card from one device to another when renewing, you can follow these general steps:

1. **Switch off both devices:** Make sure you switch off both the phone from which you are removing the SIM card and the one into which you wish to insert it.
2. **Remove the SIM card from the old phone:** Locate the SIM card compartment on the old phone. You may need to remove the battery or open a SIM card drawer (depending on the phone model). Use a paper clip or similar tool to eject the SIM tray if necessary. Remove the SIM card from the device.
3. **Insert the SIM card into the new phone:** Locate the SIM card compartment on the new phone. Insert the SIM card into the SIM tray, making sure to insert it the right way round. Close the SIM tray securely.
4. **Switch on the new phone:** Switch on the new phone and wait for it to connect to the network.
5. **Check connection:** Once the new phone is switched on, make sure it recognizes the SIM card and is connected to your operator's network.
6. **Check features:** Test the new phone's features to make sure everything works properly, including calls, text messages and Internet access.

For further assistance regarding your SIM card, please contact our support department at support@bravad.ca, making sure to include your account manager in your e-mail.