



# USA Simpacks - Top Ten Questions & Answers

**Q: What is a USA Simpack?**

**A:** The simpack is a T-Mobile USA prepaid mobile sim card. The pack contains your sim card, activation instructions and US\$30 call credit.

**Q: I have a mobile phone, will my phone work with a simpack?**

**A:** You require an unlocked triband/quadband phone to use with your US sim card. Visit our website's [phone-compatibility](#) page to see if your phone will function with a US sim card, or email the make and model of your phone to [info@fonepool.com](mailto:info@fonepool.com) and we will assist you.

**Q: How do I know if there is T-Mobile coverage in my destination?**

**A:** T-Mobile USA covers 95% of the US population, but no mobile network covers everywhere. Please make sure that your destination is covered by T-Mobile before ordering. Visit our website for detailed coverage information - <http://www.fonepool.com/faqs/coverage.html>

**Q: Can I send and receive international text messages?**

**A:** Yes, you can send and receive international text messages.

**Q: Will the sim work in other countries?**

**A:** The sim will work in the USA on the T-Mobile USA pre-paid coverage network, with roaming in Canada and Mexico.

**Q: How do I get a pack?**

**A:** Purchase your pack on [www.fonepool.com](http://www.fonepool.com), or from CCUSA at your pre-departure orientation

**Q: How do I "top-up" my mobile?**

**A:** You can TopUp your mobile 24/7 by text message, or email, using Fonepool TopUp, on [www.fonepool.com](http://www.fonepool.com). You can buy TopUp cards from over 40,000 retail locations around the USA, including WalMart, Kmart, Target, Walgreens, CVS Pharmacies, Eckerd Pharmacies, RiteAid Pharmacies, DuaneReade Pharmacies, Staples, 7-11, T-Mobile stores and mobile phone stores.

**Q: What if my phone is network locked?**

**A:** Visit our website's [phone-compatibility](#) section to see if your phone will function with a US sim card, or email the make and model of your phone to [info@fonepool.com](mailto:info@fonepool.com) and we will assist.

**Q: What do I do to change back when I get home?**

**A:** Simple, you just put your old sim back in your phone.

**Q: What are the call and text message charges?**

TopUp	Minutes	Expiration	Gold Rewards	Expiration
\$10	33c per min	30 days	29c per min	1 year
\$25	19c per min	90 days	17c per min	1 year
\$50	13c per min	90 days	11c per min	1 year
\$100	10c per min	Gold!	10c per min	1 year
Text Messaging		\$0.10 to send / \$0.05 to receive in the US and Canada; \$0.35 to send and \$0.05 to receive everywhere else		
Picture Messaging		\$0.25 to send / \$0.25 to receive		

**If your questions have not been answered please contact us at [info@fonepool.com](mailto:info@fonepool.com)**