




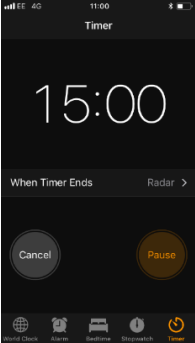



iPhone SIM Card Swap Over User Guide: Not based at Carnival House

<p>Step 1</p>	 <p>New SIM Card</p>	<p>If you are not based at Carnival House please contact: CUKMobilePhones@Carnivalukgroup.com to make arrangements to receive your new SIM card.</p> <p>You will need to keep your new SIM card in a safe place until the day your corporate mobile phone has been scheduled to port to Vodafone. (It should sit quite nicely in your wallet or purse until you need it...)</p> <p>You will be notified of the day your phone number is due to port (move) to our new provider Vodafone by text 24 hours before.</p>
<p>Step 2</p>	<p>Back up your contacts</p> <p>Before you swap your SIM card over remember to back up your contacts!</p>	<p>Back up your contacts before swapping your SIM card over. On your phone go to: Settings > select contacts > select import SIM contacts > select your name (you will notice a notification will flash up on the screen to say importing contacts.) That's it – your contacts will then be imported to your lotus notes account and you will retain access to your contacts.</p>
<p>Step 3</p>	 <p>SIM Card Removal Tool</p>	<p>Do not swap your SIM card over until the date you have been asked to do so.</p> <p>On the day your number ports over to Vodafone, you will need to use the SIM card tool to open the panel on the side of your corporate mobile phone and switch your SIM card over.</p> <p>As soon as your EE service on your phone stops working, this is your prompt to take your old EE SIM card out of your company mobile phone and replace it with your new Vodafone SIM card.</p>
<p>Step 4</p>	 	<p>Remove the old EE SIM card from your company mobile phone by inserting the SIM card tool into the hole on the side of your phone.</p> <p>Then pull out the SIM card holder from your phone and remove the old EE SIM card. (Keep your old EE card safe for the time being.)</p>

<p>Step 5</p>		<p>Snap out the new Vodafone SIM card from the Vodafone card.</p> <p>Important: Ensure you snap out the correct sized SIM card for your phone. (The same size as your old EE card.)</p> <p>Replace the old SIM card with your new Vodafone SIM card.</p> <p>Re-insert the tray ensuring the SIM card is positioned correctly.</p> <p>Then switch your phone on and off again.</p>
<p>Step 6</p>		<p>Allow 15 minutes for normal service to resume on your corporate mobile phone.</p> <p>You will receive a text to confirm your new Vodafone SIM card is active.</p> <p>If you have any problems please contact: CUKMobilePhones@Carnivalukgroup.com</p>
<p>Step 7</p>		<p>Once your new Vodafone SIM card is working, please cut your old EE SIM card in half and dispose of it.</p>
<p>Step 8</p>	<p>What if I have a problem?</p> <ul style="list-style-type: none"> Please email CUKMobilePhones@Carnivalukgroup.com 	