

## Get Help & Customer Support

### Top up

#### What does "top up of credit" mean?

**Top up** of credit refers to the process of adding more funds or credit to your [Prepaid SIM Card](#) so that you can continue using your **mobile phone services**.

Let's say you have a [pay as you go sim only deals](#), and you've used up your existing credit balance. To ensure you can still make calls, send texts, or use data, you would need to top up your credit. This involves making a payment to your mobile network provider, either online, through a top-up voucher, or at a physical store. The amount you top up gets added to your account balance, allowing you to use your phone services again

In essence, "[top up of credit](#)" is a way to keep your mobile phone working by maintaining a positive balance on your prepaid account. It's a convenient way to manage your phone expenses and stay connected without being tied to a monthly contract.

You can top up your Lyca Mobile UK pay as you go plan - [Click here](#)

#### How can I top up my Lyca Mobile number?

**Topping up your Lyca Mobile number in the UK** is easy and convenient.

**Here are the steps to do it:**

**1. Online:** You can top up your Lyca Mobile number online through the official Lyca Mobile website. Here's what you need to do:

- Visit the Lyca Mobile website.
- Click on "[Quick Top Up](#)" in Menu or Header of the website
- Enter your Lyca Mobile prepay number and the required details.
- Make the payment, and your prepay number's credit will be topped up.

**2. Mobile App:** Lyca Mobile also has a mobile app available for both Android and iOS devices. You can download the app from your device's app store and use it to top up your number. Follow the app's instructions for [topping up](#).

**3. In-Person:** You can visit a Lyca Mobile store or an authorized retailer. They will assist you in [topping up your number](#). Make sure to have your Lyca Mobile number handy.

**4. Top-Up Vouchers:** You can purchase Lyca Mobile top-up vouchers from various retailers, including convenience stores, supermarkets, and online marketplaces. Scratch the voucher to reveal the PIN and then follow the instructions to top up your account using the PIN.

**5. Auto Top-Up:** If you want to ensure that your Lyca Mobile account is always topped up, you can set up an auto top-up service via [my Lyca account](#) or mobile app. This way, your account will automatically be recharged with a specified amount whenever your balance falls below a certain threshold.

### Is there a minimum amount for top-up my prepaid number?

Yes, there is a minimum top-up amount for our [Pay as you go sim only plans](#), and it is £5. This means that when you decide to add credit to your Lyca Mobile account, the smallest amount you can add is £5, or you can choose to [top up your number](#) with any sum greater than £5.

We believe in giving you the freedom to manage your mobile services as you see fit, and this minimum top-up amount is designed to ensure that you can always maintain your balance while enjoying the benefits of our [Pay as you go sim only deals](#). It's a convenient way to stay connected without being tied to a fixed monthly commitment.

### How Can I Check My Balance After Topping Up?

**Checking your balance** after topping up is a simple process, and we offer you a few easy options to do so:

**1 Online or App:** You can [check your balance](#) by logging in to your MyLyca account on our website or using the Lyca Mobile app. Once logged in, you'll have access to your current balance and other essential account details.

**2 USSD Code:** Another quick way to [check your balance](#) is by dialing **\*137#** from your Lyca Mobile number. Follow the instructions provided, and you'll receive details about your balance right on your phone.

These methods are designed for your convenience, allowing you to effortlessly keep track of your balance and stay well-informed about your account status. Whether you prefer checking online, through the app, or via USSD, we've got you covered.

### **Can I transfer my top-up balance to another customer?**

Currently, we do not offer a direct balance transfer service to another customer.

The [top-up balance](#) in your Lyca Mobile account is intended for your personal use.

However, if you would like to help someone else top up their Lyca Mobile account, we have several convenient options available:

1. **Online via Lycamobile.co.uk** : Log on to [lycamobile.co.uk](https://lycamobile.co.uk) and use the "[Quick Top Up](#)" link in the header of the site to add credit to your or your friend and family members account.
2. **Top-Up Voucher**: You can purchase a **top-up voucher** from authorized retailer for the Lyca Mobile number connection owned by another person and hand it over to them. They can follow the instructions on the voucher to add credit to their Lyca Mobile number.
3. **Mobile App - Renew for Others**: If you're using the Lyca Mobile app, you can find a convenient feature under the "Quick Links" section. In the app, you have the option to renew credit for someone else. Simply select this option, enter the Lyca Mobile number you want to **top up**, choose the top-up amount, and make the payment. Once the payment is successful, the Lyca Mobile number you provided will be updated with the new balance.

These flexible options make it easy for you to assist others in [topping up](#) their Lyca Mobile accounts, ensuring that they can stay connected when they need it most.

### **Is there a maximum limit for topping up?**

Great news! When it comes to [Topping up your prepaid sim card balance](#) with Lyca Mobile, there's no maximum limit. You have the freedom to add as much credit as you need to stay connected and make the most of our services.

However, when [topping up online](#) or through our mobile app, there's a practical consideration to keep in mind. In a single transaction via our website or app, you can top up a maximum of €30. This limit is in place to ensure a smooth and secure top-up process while still providing you with the flexibility to add credit as required.

So, whether you require a little extra credit or a more substantial amount, rest assured that we've got you covered. Topping up your Lyca Mobile account is designed to be hassle-free, allowing you to stay connected without any interruptions.

### **Can I schedule automatic top-ups for my Lyca Mobile account?**

Absolutely! We understand the convenience of ensuring that your Lyca Mobile account stays topped up without the need for manual recharges. With Lyca Mobile, you have the option to set up automatic top-ups, guaranteeing that your account remains funded effortlessly.

#### **Here's how it works:**

**Auto Top-Up Service:** You can enroll in our [Auto Top-Up service](#), which enables you to schedule automatic top-up recharges according to your preferred frequency and amount. This means you won't have to worry about running out of credit, and your mobile services will continue without interruption.

**How to Set It Up:** To get started with [Auto Top-Up](#), simply log in to your MyLyca account on our website or use the Lyca Mobile app. From there, you can configure the auto-recharge settings to align with your specific requirements.

This feature ensures that you enjoy uninterrupted connectivity, and it takes one less task off your to-do list. If, at any point, you wish to make changes or cancel your auto-recharge settings, you can easily do so through your account.

Stay effortlessly connected with Lyca Mobile's [Auto Top-Up service](#), making your mobile experience hassle-free and worry-free!

### **What do I do if I face issues while topping up online?**

#### **Issues While Topping Up Online**

We understand that sometimes, technical glitches can occur while [topping up online](#). No need to worry; we're here to assist you in resolving any issues you may encounter. Here's a step-by-step guide on what to do:

**Double-Check Your Information:** First and foremost, ensure that all the information you've entered for the [top-up](#) is accurate. This includes verifying your Lyca Mobile number, payment details, and the top-up amount.

**Try Again:** If your initial attempt fails, it's often a good idea to give it another try. Occasionally, the issue might be temporary, and a second attempt might prove successful.

**Contact Customer Support:** If you continue to experience issues, please do not hesitate to reach out to our dedicated customer support team. They are available to assist you with any problems you encounter during the top-up process.

\* Connect with our **LIA Chat** to reach out for assistance.

\* If you prefer speaking with a representative, you can call our customer support hotline. Dial 322 free from your Lyca Mobile number. You can also dial 0207 132 0322 from another network phone or +44 207 132 0322 from abroad. Charges: Call charges may vary depending upon network operators.

We are committed to ensuring that your [top-up](#) experience is as smooth and hassle-free as possible. Technical glitches can happen to anyone, and there's no need to stress. Rest assured, we're here to support you every step of the way so that you can enjoy uninterrupted mobile services with Lyca Mobile.

### **How can I view my top-up history and transactions?**

Keeping track of your top-up history and transactions is a wise way to manage your Lyca Mobile account, and we've made it easy for you to access this important information:

#### **Online via Website:**

Start by logging in to your My Lyca account on our official website at [lycamobile.co.uk](https://lycamobile.co.uk)

Once you're logged in, you can easily navigate to the section that displays your transaction history and top-up records.

#### **Lyca Mobile App:**

Download and install the Lyca Mobile app, available for both iOS and Android devices.

Sign in to your account within the app, and you'll find a dedicated section specifically for viewing your [top-up](#) history and transactions.

#### **Customer Support:**

If you encounter any difficulties while trying to access your transaction history, don't hesitate to get in touch with our customer support team.

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Having access to your [top-up](#) history and transaction records empowers you to stay well-informed about your account activity and allows you to monitor your spending effectively. This transparency ensures that you can manage your mobile services with confidence and ease.

## General

### How To Contact Lyca Mobile Customer Support

To get in touch with Lyca Mobile [customer support](#), if you have any questions or need more information, please don't hesitate to reach out. Lyca Mobile's customer service team is available from 9 am to 6 pm, Monday to Saturday.

#### Here are several ways to contact Customer Services:

Chat with Us (LIA is available 24/7): You can initiate a chat with Lyca Mobile's customer support team by clicking [here](#).

**Dial 322 from Your Lyca Mobile:** You can call 322 from your Lyca Mobile handset, and this service is free of charge.

**Dial from Another Network Phone:** If you need to call from another [network](#), dial 0207 132 0322. For international callers, dial +44 207 132 0322. Please note that call charges may vary depending on your network operator.

### What Is ICCID? - Unlock The Benefits

ICCID stands for "Integrated Circuit Card Identifier." It is a unique identification number associated with your SIM card, consisting of 19 to 20 digits. This code is essential for the proper functioning of your SIM card and mobile device.

Here's what you should know about ICCID:

**Uniqueness:** Each [Prepaid SIM Card](#) possesses its own distinct ICCID, ensuring it is unlike any other SIM card worldwide. This uniqueness is critical for network providers to identify and manage individual subscribers.

**Activation:** During the activation process of a new SIM card, the ICCID links the card to your mobile number and account. This step is necessary to enable calls, texts, and data services.

**SIM Card Information:** The ICCID contains specific details about your SIM card, including its country of origin, issuing carrier, and other identifying information.

**Locating Your ICCID:** You can typically find your ICCID printed on the SIM card itself, on the [Prepaid SIM card](#) packaging, or by checking your device's settings. If you've made an online purchase, your prepay plan + free SIM kit purchase order confirmation email will include ICCID details.

Understanding your ICCID can be beneficial for various purp

## What Is A PUK Code

A PUK (Personal Unblocking Key) code is a unique security feature associated with your mobile phone's SIM card. It is used to unlock your SIM card if it becomes locked due to multiple incorrect PIN (Personal Identification Number) entries.

### How to Obtain Your PUK Code:

**Check Your Documentation:** When you received your [Prepaid SIM card](#), it typically came with a PUK code. Look for this code in the documentation or on the card holder that your SIM card was packaged in.

**Contact Customer Care:** If you can't locate your PUK code or if you've misplaced your SIM card's packaging, the most reliable way to obtain it is by contacting [customer care](#). Chat with Us (LIA is available 24/7). Dial 322 from Your Lyca Mobile: Monday to Saturday 9 Am to 6 PM

Having your PUK code on hand is important for [unlocking your Prepaid SIM card](#) in case of accidental lockouts due to PIN entry errors.

## How long can I keep my number for if I don't use any of Lycamobile's services?

Normally we will keep your number for 120 days if you do not use our service. However, you may also keep your Lycamobile number for up to 1 year without using our service. Just dial \*139\*9999# from your Lycamobile and follow the instructions on the screen. Please be aware that there will be a fixed annual fee of £5 which will be deducted from your balance.

## Renewal

### Can I renew my Prepay Plan online, or do I need to visit a retail store?

We understand the importance of convenience, and we've made it easy for you to [renew your Prepay Plan](#) without the need to visit a retail store. You have the option to renew your plan online from the comfort of your home.

### Here's how you can do it:

**Online Renewal:** You can easily [renew your Prepay Plan online](#) by logging in to your [My Lyca account](#) on our official website. Once logged in, you can select and activate your preferred plan, making the renewal process quick and hassle-free. You can also renew via the website as a guest.



**Lyca Mobile App:** Download and install our Lyca Mobile app, available for both [iOS](#) and [Android](#) devices. Verify yourself and review your [prepay plan](#). You can also set up auto-renewal for the [prepay plan](#).

If you prefer in-person assistance or have specific questions about the renewal process, you can also reach out to our customer support team for guidance. We're here to assist you and make your Lyca Mobile experience as seamless as possible.

### **Are there any discounts or offers available when I renew my Prepay Plan?**

Yes, there are often discounts and offers available when you [renew your Prepay Plan](#) with Lyca Mobile. Lyca Mobile appreciates your loyalty as a customer, and they want to reward you for sticking with them.

#### **To stay updated on the latest offers and discounts, you can:**

- Visit the Lyca Mobile website at [lycamobile.co.uk](https://lycamobile.co.uk)
- Check the Lyca Mobile app
- Keep an eye on your SMS and email messages for exclusive offers

Some of the types of discounts and offers that Lyca Mobile may offer include:

- Bonus data
- Extra minutes
- Reduced plan prices
- Gifts/ Redeemable Vouchers

By taking advantage of these offers, you can save money and get even more value from your [Prepay Plan](#).

### **What should I do if my Prepay Plan has expired?**

If your Prepay Plan has expired, don't worry; we're here to help you reactivate your mobile services without any hassle. Here are the steps to follow:

1. Renew Your Plan: Log in to our official website at [lycamobile.ie](https://lycamobile.ie) and select Renew my Plan option or your MyLyca account on [lycamobile.ie](https://lycamobile.ie) or use the Lyca Mobile app. From there, you can select and renew your desired Prepay Plan.

\*2. Dial 131#: Alternatively, you can dial \*131# from your Lyca Mobile number to renew your plan. Follow the instructions provided to choose and activate your plan.

3. Top-Up: If you have a credit balance on your Lyca Mobile account, it may be used to cover the renewal cost. If the balance is sufficient, your plan will be automatically renewed.

Remember, there is typically a grace period after your plan expires, during which you can still renew your plan and reactivate your services. The duration of this grace period may vary based on your specific plan and location.

If you encounter any difficulties or have questions about renewing your plan after expiration, our customer support team is available to assist you.

### **Can I switch to a different Pay as you go plan when I renew it?**

Certainly, we understand that your mobile needs may evolve over time, and we provide the flexibility to choose the Pay as you go plan that best suits your current requirements when you renew it with Lyca Mobile.

#### **Here's how it works:**

**Renewal Process:** When you initiate the renewal process on [Lycamobile.co.uk](https://lycamobile.co.uk) or the app, you'll have the chance to explore and select from our range of available Pay as you go plans.

**Plan Selection:** Choose the [Pay as you go plan](#) that aligns with your updated needs. We offer a variety of plans with different allowances for calls, texts, and data.

**Complete the Renewal:** Follow the on-screen instructions to complete the renewal with your newly chosen Pay as you go plan.

This flexibility empowers you to tailor your mobile plan to match your changing communication requirements. Whether you need more data, additional minutes, or a different combination of services, we have a Pay as you go plan that's just right for you.

We understand that life can be hectic, and sometimes renewal dates slip our minds. If you happen to miss renewing your Pay as you go plan on time, here's what you can expect:

**Temporary Service Interruption:** When your [Pay as you go plan](#) expires, your mobile services, such as calls, texts, and data access, may experience a temporary interruption.

**Grace Period:** Rest assured, we offer a grace period during which you can still [renew your plan](#) and reactivate your services. The length of this grace period may vary depending on your specific plan and location.

**Account Balance:** If your Lyca Mobile account has a credit balance, it may be used to cover the renewal cost if it's sufficient. This can help prevent an immediate service interruption.

**Renewal Process:** To restore your services, simply log in to our official website or use the Lyca Mobile app to [renew your Pay as you go plan](#). Follow the provided instructions for plan renewal, and your services will be promptly reinstated.

We recommend setting up automatic renewals or reminders to avoid service interruptions in the future. Nevertheless, if you do encounter an interruption, know that we offer solutions to swiftly get you back online.

Should you have any inquiries or require assistance with the renewal process after a service interruption, our dedicated customer support team is ready to assist you. At Lyca Mobile, our commitment is to ensure you stay connected hassle-free!

### **What is Auto-Renew?**

When you buy a Pay as you go plan, your payment card is saved and enabled for Auto-Renew every month as per your plan validity date, similar to how your favorite subscriptions work.

When Auto-Renew is enabled, your registered debit or credit card will be charged automatically on the same date each month. This eliminates the need for manual top-ups or renewals, as long as you remain opted into Auto-Renew.

If you prefer, you can easily turn off Auto-Renew through the My Lyca app or web.

## eSIM

### How Can I Order A Pay As You Go eSIM?

Ordering a [Pay as you go eSIM](#) from Lyca Mobile is a simple process.

**Just follow these steps:**

**Visit the Lyca Mobile Website:** Start by visiting the official Lyca Mobile website.

**Navigate to the Pay as you go plans Section:** Once you're on the website, go to the [Pay as you go plans](#) section. Here, you'll discover a variety of plans and options to choose from.

**Select Your Plan and Options:** All our [SIM only deals](#) support eSIM; Browse the available eSIM plans and choose the one that best matches your requirements.

**Add to Cart:** After selecting your plan, add it to your cart or basket.

**Select SIM Type :** In the cart page select the SIM type - Physical or eSIM

**Provide Information:** During the checkout process, you'll need to provide necessary information. This is crucial for activating your eSIM and ensuring it's linked to the correct account.

**Complete the Order:** Follow the on-screen instructions to finalize your order. Make sure to review all the details before confirming your purchase.

**Confirmation Email:** Once your order is successfully placed, you will receive a confirmation email from Lyca Mobile. This email will contain instructions on how to activate your eSIM.

Now you're ready to enjoy the convenience of a Pay as you go eSIM from Lyca Mobile! If you have any further questions or encounter any issues, feel free to reach out to Lyca Mobile's customer support for assistance.

### Which devices support eSIMs?

A growing number of devices support **eSIMs**, including many smartphones, tablets, and smartwatches. You can check the specifications of your device to see if it supports **eSIMs**.

### What are the benefits of using a Prepay eSIM Plan?

[Prepay eSIM Plans](#) offer a number of benefits, including:

**Convenience:** **eSIMs** are digital, so there is no need to wait for a **physical SIM card** to be delivered.

**Flexibility:** You can switch between different mobile networks quickly and easily without having to change SIM cards.

**Security:** **eSIMs** are more secure than **physical SIM cards**, as they cannot be lost or stolen.

### What Is A Prepay eSIM Plan?

A [Prepay eSIM Plan](#) is a mobile phone plan that uses an **embedded SIM card** (eSIM) instead of a physical SIM card. eSIMs are digital SIM cards that are built into your device, and they can be activated and switched between different mobile networks quickly and easily.

### How long does it take to activate an eSIM?

**eSIMs** are activated instantly, so you can start using your new mobile [Prepaid SIM Card plans](#) as soon as you have scanned the QR code

### How Long To Receive & Activate eSIM?

The delivery and activation of an [eSIM prepaid plan](#) is instantaneous. Once you have completed the ordering process and received your confirmation email, you can scan the QR code in the email to activate your eSIM. Your **eSIM** will be activated immediately and you can start using your new mobile phone plan right away.

### Here is a summary of the steps involved:

- Order an [eSIM prepaid plan](#) from Lycamobile (link to PLP page) .
- Receive a confirmation email with a QR code.
- Scan the QR code with your device's camera.
- our **eSIM** will be activated immediately and You will receive the details of mobile number assigned via SMS
- Start using your new mobile phone plan!

### What Is The eSIM QR Code?

The eSIM QR Code is a digital representation of your electronic SIM card (eSIM) that contains essential information required to activate and configure your eSIM on a compatible device. It serves as a convenient and secure method for provisioning your mobile connectivity, eliminating the need for a [Prepaid SIM card](#).

**Here's what the eSIM QR Code typically includes:**

**Activation Information:** The QR Code contains details about your mobile plan, carrier, and other necessary activation information.

**Network Credentials:** It holds network credentials required for your device to connect to the carrier's network.

**Profile Settings:** The QR Code may include specific device settings to ensure seamless connectivity and compatibility.

To use the Lyca Mobile [prepay plan eSIM](#) QR Code received by order confirmation email, simply scan it with your device's camera, following the instructions. Once scanned, your device will be ready to use with the eSIM. You will receive SMS with details of Mobile number |(MSISDN) assigned and prepay plan activation.

**I've accidentally deleted my eSIM from my phone, what do I do?**

If you've accidentally deleted your **eSIM** from your phone, don't worry; you can typically re-add it using the following steps:

**Contact Support:** Reach out to Lyca customer support via LIA Chat or calling the call center. They can help you re-provision or re-add the **eSIM** to your device. They will provide you with the necessary information and instructions to do this.

**Access eSIM Settings:** On your phone, navigate to the **eSIM** or **SIM card settings**. The location of these settings may vary depending on your device and operating system (iOS or Android).

**Scan QR Code:** If you have a backup of the **eSIM** QR code or have received a new one after raising a request to customer support, you can use it to scan and re-add the eSIM.

**Follow Instructions:** Once you have the required information, follow the on-screen instructions to re-add the eSIM to your device.

Remember to back up your **eSIM** information (ICCID) and QR code in a secure place to prevent any future accidental deletions.

## **I am using Lyca Mobile prepay plan eSIM; What do I need to do when I upgrade or change my phone?**

When you upgrade or change your phone while using a Lyca Mobile [Prepay Plan eSIM](#), you will need to transfer or re-add the eSIM to your new device. Here are the steps to follow:

**Contact Lyca Mobile Customer Support:** Start by reaching out to Lyca Mobile customer support. Inform our support team that you are upgrading or changing your phone and need assistance with transferring your eSIM to the new device. They will guide you through the process and provide any necessary information.

**Install eSIM on the New Phone:** Follow the instructions provided by Lyca Mobile to install the [eSIM](#) on your new phone. This typically involves scanning the eSIM QR code or manually entering the activation details.

**Test and Verify:** Once the [eSIM](#) is set up on your new phone, make sure to test it by making calls, sending messages, and using mobile data to ensure it's working correctly.

**Dispose of the Old Device:** If you're not keeping your old device, be sure to wipe all data and settings from it and perform a factory reset to ensure your personal information is removed.

**Update Emergency Contacts (if necessary):** If you have any emergency contacts programmed into your old phone, update them on your new device if needed.

Remember to keep your eSIM information and QR code in a secure place, as you may need it for future transfers or activations. Additionally, always follow Lyca Mobile's specific instructions for transferring eSIMs

## **Activate My Free Lyca Mobile eSIM Without Plan**

Yes, you can activate your eSIM even if you haven't purchased a plan or topped up yet. Here's what you need to do:

**Purchase the eSIM:** After ordering the Lyca Mobile [Free eSIM](#) from our website, you will receive a confirmation email containing a QR code.

**Scan the QR Code:** Use your device's camera to scan the QR code received in the email. This will install the eSIM on your device.

**Activation:** Your [eSIM](#) is now activated and ready to use. However, please note that you won't be able to make calls or access data networks until you purchase a bundle plan or [top up](#) your account.

**Purchase a Bundle Plan:** To start using your eSIM, we recommend purchasing a bundle plan from our website while ordering the eSIM. This allows you to get started instantly and save time.

By following these steps, you can activate your [Lyca Mobile Free eSIM](#) and begin using it once you've purchased a plan or topped up your account.

### **Switching From A Physical SIM To An eSIM**

Switching from a physical SIM to an **eSIM** with Lyca Mobile is easy. Here are the steps to follow:

**Log in to Your Lyca Mobile Account:** Start by logging in to your [Lyca Mobile account](#) on their website.

**Access SIM Management:** Click on the "**SIM Management**" tab within your account.

**Select SIM Swap:** In the SIM Management section, look for the "**SIM Swap**" tab and select the option for "**Swap Physical SIM to eSIM**".

**Place an Order for eSIM:** On the **SIM Swap** page, place an order for an [eSIM](#). Upon successful order placement, you will receive a confirmation email with a QR code, and the QR code will also be displayed on your screen. This QR code will contain essential eSIM information.

**Scan QR Code and Install:** Use your device's camera to scan the QR code received via email or displayed on your screen. This will install the **eSIM** on your phone.

**Enter Physical SIM Details:** Start entering the details of your physical SIM, including the MSISDN (mobile number) and ICCID. Submit these details for validation.

**Enter eSIM Details:** After successful validation of your physical SIM, enter the details of your eSIM, including the eSIM mobile number and ICCID. Confirm the swap from the **physical SIM to the eSIM**, ensuring that your original mobile number is mapped to the [eSIM](#).

**Confirmation:** Once you confirm the swap, your original mobile number will be mapped to the eSIM. Any balance or account details from your physical SIM will be carried forward to the **eSIM**.

By following these steps, you can seamlessly transition from a physical SIM to an eSIM while retaining your original mobile number and account balance.

### **What is a data allowance in my Prepaid Plan?**



Your data allowance in your [Prepaid SIM Plan](#) represents the amount of mobile data that comes included with your plan or bundle. This data can be used for a variety of online activities on your mobile device, including:

**Browsing Websites:** You can use your data allowance to access websites, whether you're searching for information or catching up on the latest news.

**Streaming Videos:** Your data can be used for watching videos, movies, or your favorite shows on streaming platforms.

**Social Media:** Stay connected with friends and family, post updates, and scroll through your social media feeds using your data allowance.

**Email and Messaging:** Your data allowance allows you to send and receive emails and stay in touch with friends through messaging apps.

**Conducting Business or School Work:** It enables you to work remotely and connect with colleagues, clients, and friends via communication tools like Zoom, Teams, and more.

In essence, your data allowance keeps you connected to the online world while you're on the go. It's essential to monitor your data usage to ensure that you stay within your allowance and avoid incurring any additional charges. If you ever need to [check your data balance](#), you can easily do so by logging in to your "My Lyca" account or using the Lyca Mobile app. This way, you can stay in control of your mobile data usage.

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### How can I check my data allowance?

Staying informed about your data allowance with Lyca Mobile is a breeze, and you have multiple convenient methods to choose from:

**Dial 137#:** Simply dial \*137# from your Lyca Mobile number, and you will receive information about your remaining data allowance.

**Lyca Mobile App:** If you prefer a digital approach, you can use the Lyca Mobile app. After logging in to the app, you'll [find your data allowance](#) details on the dashboard.

**My Lyca Account (Website):** Another option is to [check your data allowance](#) by logging in to your My Lyca account on our website. Once you're logged in, you'll have easy access to your [data balance](#) and other essential account information.

These options provide you with the flexibility to choose the method that suits you best. Monitoring your data allowance empowers you to stay in control of your usage and ensures that there are no surprises when it comes to your mobile data.

### **What happens if I exceed my data allowance?**

Rest assured, we've got you covered even if you happen to exceed your data allowance. Here's what you can expect:

**Standard Pay-As-You-Go Rates:** If you go over your data allowance before your plan's validity expires, you will be charged at the standard [pay-as-you-go rates](#) for any additional data usage. You can typically find these rates outlined in your plan's terms and conditions. or refer to [rates](#) webpage.

**Stay in Control:** To avoid incurring extra charges and to maintain control over your data usage, you have a couple of options:

**Purchase a Data Add-On (Bolt On) :** You can choose to purchase a one-time data add-on that will provide you with additional data to use until your plan's expiry date.

**Plan Upgrade:** If you consistently find that you need more data, it might be worthwhile to consider upgrading to a plan with a higher data allowance. This ensures that you have enough data to meet your requirements without the worry of exceeding your allowance.

By considering these solutions, you can continue to enjoy your mobile service without the risk of unexpected charges. Your control over your data usage remains firmly in your hands.

### **Do unused data allowances roll over to the next month?**

Unfortunately, at Lyca Mobile, any unused data allowance does not roll over to the next month. Here's what you should keep in mind:

**Data Expires:** Any data that you do not use by the end of your [Prepaid SIM Plan's](#) validity date will expire. This means it will not carry over to the following month.

**Monitor Your Usage:** To maximize the value of your data allowance, it's advisable to keep an eye on your data usage and select a plan that aligns with your specific needs. This way, you can avoid losing any unused data.

While data does not roll over, we offer a variety of [Prepaid SIM Plans](#) with different data allowances, ensuring that you can choose one that best suits your usage patterns.

## **Can I share my data allowance with other devices or users?**

Absolutely! You can leverage your data allowance effectively by creating a personal hotspot, which enables other devices to connect to the internet using your [mobile data](#). This feature comes in handy when you need to share your internet connection with others.

### **Here are some important considerations:**

While sharing your data is convenient, it's worth noting that it will use up your data allowance more rapidly, especially if multiple devices are connected.

If you happen to run out of data, either due to sharing or regular usage, you may need to purchase additional data via mobile app or [website](#) and continue browsing and stay connected.

So, don't hesitate to share your data and assist others in getting online when the need arises. Just remember to keep an eye on your data usage to avoid any unexpected depletion of your data allowance.

## **What is the difference between 4G and 5G data allowances?**

The distinction between 4G and 5G data allowances primarily lies in the network technology and the capabilities they offer:

**4G Data Allowances:** 4G, also known as fourth-generation data, provides high-speed internet access suitable for a wide range of online activities. 4G data allowances typically come in various sizes to accommodate different usage needs, whether it involves light web browsing or streaming videos.

**5G Data Allowances:** 5G, or fifth-generation data, represents the latest and fastest wireless network technology. It offers significantly higher data speeds and lower latency compared to 4G. With 5G, users can enjoy lightning-fast downloads, seamless streaming, and almost instant connections. Data allowances for [5G plans](#) are designed to accommodate the increased speed and performance of the network. It's important to note that your device must be compatible with 5G to access this network technology.

In summary, the primary difference between 4G and 5G data allowances is the speed and performance of the network. 5G enables faster and more efficient data usage, making it ideal for data-intensive applications and activities. It's also worth noting that you can typically set your device to use either 4G or [5G Data](#) in your network settings, giving you control over your data usage.

When deciding between 4G and [5G data](#) allowances, consider your specific usage needs and whether 5G network coverage is available in your area.

## **Order**

### **How To Order Prepaid SIM Card Online**

Ordering a Lyca Mobile SIM card online is a hassle-free process, and we've made it incredibly convenient for you. Here's a step-by-step guide:

#### **Website**

Click on Pay as you go - Tab in the header menu of the [lycamobile.co.uk](https://lycamobile.co.uk) website. You will be directed to SIM Only Plans listing page.

#### **Choose Your Bundle Plan:**

Browse through our wide range of bundle plans and select the one that best suits your communication needs. When you select a bundle plan, you'll automatically receive a FREE SIM card as part of the package. No need to worry about purchasing a SIM separately!

#### **Select Your SIM Type:**

In the basket detail page, you'll have the option to choose between a Physical SIM card or an eSIM, depending on your preferences select the right SIM type.

#### **Checkout:**

Click on the checkout button and follow the prompts to complete your order. Provide the necessary details, and you're all set!

It's as simple as that! Ordering your Lyca Mobile SIM online is quick, convenient, and hassle-free. You can enjoy the ease of getting started with our services from the comfort of your home.

### **How can I order a SIM card with a bundled plan?**

**Ordering a SIM card with a bundled plan is easy! You have two options:**

#### **Online:**

- On [lycamobile.co.uk](https://lycamobile.co.uk) - Browse through the different plan options available.
- Choose the plan that best suits your needs.
- Select the SIM type: physical or eSIM.
- Complete the checkout process by entering the required details.
- Once you've checked everything, place your order.
- If you've ordered an eSIM, you'll receive a QR code to install and activate the eSIM on your device in the order confirmation email.
- If you've ordered a physical SIM, it will be delivered within 2-3 business days.

**In-person:**

- Visit one of our authorised retail stores.
- Our friendly staff will help you choose the right plan for you.
- Provide the necessary information.
- They'll help you complete the order process right there.

It's as simple as that! Whether you order online or in person, we've made it easy for you to get your SIM card with a bundled plan. Enjoy your seamless mobile experience with Lyca Mobile!

**What information do I need to provide to order a SIM**

To order a SIM card from Lyca Mobile, you will need to provide the following information:

- Full name
- Address (Delivery & Billing )
- Contact number
- Email address
- Payment details

This information is necessary to process your order, ship your SIM card, and keep you updated on your status. Lyca Mobile takes your privacy and data security very seriously, and your information will be handled with the utmost care.

**Here are some tips for providing this information:**

- Make sure your full name and address match the information on your government-issued ID. This will help ensure a smooth activation process.
- Make sure your address is accurate, especially if you are ordering a standard SIM card. This will ensure that your SIM card is delivered to the correct location.
- Provide a working contact number where you can be reached. Lyca Mobile may need to contact you if there are any problems with your order.
- Enter a valid email address. Lyca Mobile will send you order confirmations and important updates to this address.
- Be sure to enter your payment information correctly. Lyca Mobile accepts a variety of payment methods, including credit cards, debit cards, and PayPal.

- If you are using a billing address that is different from your shipping address, be sure to provide both addresses. Your billing address will be used to process your payment, and your shipping address will be used to deliver your SIM card.

Rest easy knowing that we take your privacy and data security very seriously. Your inf

### **Do I need to order a bundle ?**

While it's not required, we highly recommend ordering a Pay as you go Lyca Mobile bundle plan. Here's why:

**Comprehensive services:** Our prepay bundle plans offer a wide range of network services, including calls, texts, and data. It's like an all-in-one package that covers your data and communication needs.

**Free Lyca SIM:** When you choose a bundle plan, you'll automatically receive a free Lyca SIM card. This means you get a ready-to-use SIM card along with your plan, making it incredibly convenient to start using our services.

In other words, Lyca Mobile bundle prepay plans offer the best value for money and the most convenient way to start using our services.

### **Do I have to commit to any contract for a SIM?**

No, you do not have to commit to any contract for a Lyca Mobile Pay as you go SIM. Pay as you go plans are prepaid, meaning you pay in advance for the services you need. There are no monthly fees or long-term contracts, so you can cancel your service at any time.

This gives you the flexibility to control your usage and spending. You can choose a plan that meets your needs and budget, and you can top up your balance as needed.

Lyca Mobile Pay as you go SIMs are a great option for people who want the freedom to choose their own mobile plan and avoid any contractual commitments.

### **How do I choose a plan for my SIM?**

**Picking the perfect plan for your Lyca Mobile Pay as you go SIM is a breeze! Here's a step-by-step guide to help you choose the right SIM only deal plan:**

- Know your needs. Think about how many minutes, texts, and data you typically use in a month. Do you need international calling or EU roaming?
- Visit the Lyca Mobile website. Browse the variety of bundle plans available.

- Select your plan. Choose the plan that aligns with your needs and usage.
- Proceed to checkout. Add your chosen plan to your basket and select your SIM type (physical or eSIM).
- Complete the purchase. Enter your information and complete the purchase by providing the necessary details, including your payment method.
- Confirmation and delivery. You'll receive a confirmation of your plan purchase. If you ordered a physical SIM, it will be delivered in 2 business days. If you ordered an eSIM, you will receive a QR code with your plan purchase confirmation email. Scan and install the eSIM on your device.

#### **Tips for choosing a plan:**

- Consider your needs: How often do you make calls? How many texts do you send? How much data do you use?
- Compare plans: Look at the different plans available and compare their features and prices.
- Don't overpay: Choose a plan that meets your needs without going over your budget.
- Be flexible: If your needs change, you can always switch to a different plan.

#### **Can I get a Lyca eSIM on a Prepaid (Pre Pay) Plan?**

Yes, you can get a Lyca eSIM on a Prepaid (Pre Pay) plan. We offer a variety of Prepaid plans to choose from, with different amounts of talk time, texts, and data. All Prepaid plans have a 30-day validity period.

You can pay for your Prepaid plan monthly or upfront for 3, 6, or 12 months. By making upfront payments, you can save money with our discounts.

To get a Lyca eSIM on a Prepaid plan, simply choose the plan that meets your needs and select eSIM as the SIM type when you check out. You will then receive a QR code that you can scan to install the eSIM on your device.

#### **Here are some of the benefits of getting a Lyca eSIM on a Prepaid plan:**

**Flexibility:** Prepaid plans give you the flexibility to choose how much you want to spend and when you want to renew your plan.

**Savings:** You can save money by making upfront payments for your Prepaid plan.

**Convenience:** eSIMs are convenient and easy to use. You can install an eSIM on your device without having to wait for a physical SIM card to be delivered.



**Are there any delivery charges for ordering a Pay as you go SIM Plan?**

No, there are no delivery charges for ordering a Lyca Mobile SIM. We ship all SIM cards to the designated address free of charge.

We believe in keeping things simple and customer-friendly, and that includes providing free delivery for SIM cards. We want to make it as easy as possible for our customers to get started with Lyca Mobile.

**How long will it take to receive a SIM connection ordered ?**

The delivery time for your SIM card will vary depending on your location, but as a general guideline, most customers receive their Lyca SIM card within 2-3 business days after placing their order.

If you have opted for an eSIM, you will receive a QR code in your SIM card plus Prepay plan purchase confirmation email. You can use this code to easily install and activate your eSIM on your device.

Whether you choose a physical SIM card or an eSIM, we are committed to ensuring you get your Lyca Mobile service up and running smoothly.

## How To?

### How to check balance of my plan allowance ?

Checking your [plan allowance balance](#) is a breeze with Lyca Mobile. Here are a few quick and easy ways to do it:

**Using Our Mobile App:** If you've got our mobile app installed, open it up, and you'll usually find a section that displays your plan allowance balance. It's a super convenient way to keep tabs on your usage.

**Dialing a Code:** You can also check your balance by dialing a short code from your mobile phone. Enter code \*131# and hit dial, and you'll get a message with your balance information.

**Logging into Your Account:** If you prefer the web route, you can log into your Lyca Mobile account on our website. Once logged in, you should be able to see your [plan allowance balance](#) right there on the dashboard.

Remember, Keeping an eye on your balance helps you stay in control of your usage and ensures you make the most of your plan!

### How To Activate My New SIM And Prepay Plan?

Activating your new SIM and [Prepay Plan](#) is a straightforward process. Follow these steps to get started:

#### 1. Insert Your SIM Card:

Carefully insert your new SIM card into your mobile phone, ensuring it's properly placed in the SIM card slot.

#### 2. Power On Your Device:

Turn on your mobile phone. It may take a moment for your phone to recognize the new SIM card.

#### 3. Activation SMS:

Shortly after your phone recognizes the SIM card, you will receive an activation SMS. This message will confirm the activation of your new SIM. Additionally, you will receive an SMS containing your mobile number (MSIDN) and plan activation.

#### 4. Restart Your Phone:

It's a good practice to restart your phone after receiving the activation SMS. This helps ensure that all services are working correctly and your phone is fully operational.

## **5. Check Your Plan:**

To verify that your [Prepay Plan](#) is active and that you have the services you need, you can either dial a short code \*131# or use your Lyca Mobile app or log in to your My Lyca account on our website.

If you encounter any issues during the activation process or require assistance, please don't hesitate to reach out to our customer support team

## **Activate EU & International Roaming**

Activating EU and International Roaming for calls, SMS, and data with Lyca Mobile is hassle-free and straightforward. Here's what you need to know:

### **1. Account Status and Credit:**

Before you embark on your travels, ensure that your Lyca Mobile account is active and contains sufficient credit to cover your roaming needs. A well-funded account is key to seamless roaming.

### **2. EU Roaming:**

Many of our prepay plans include free EU roaming for calls and text (SMS). However, it's advisable to check your plan in advance especially data allowance or consider upgrading to a plan that offers free EU roaming for calls, text, and data. This ensures you can stay connected worry-free while within the EU.

### **3. International Calling and SMS:**

Before jetting off, take a moment to review your prepay plan's international calling and SMS allowances. Familiarize yourself with the standard rates for calling from one international country to another. This knowledge will enable you to manage your usage effectively and avoid unexpected charges.

### **4. Data Roaming Allowance:**

Please note that data roaming allowances are typically applicable to plans with EU roaming enabled. If you intend to use data while roaming in the EU, be sure to check your plan's specific data usage policy. This will help you stay within your data limits and avoid any additional charges.

With these essential tips in mind, you can activate EU and International Roaming with confidence and enjoy seamless connectivity during your travels. Safe travels,

## **How To Activate Mobile Internet On My Phone?**

Activating mobile internet on your phone is a simple process, and the steps may vary slightly depending on your phone's type and operating system. Here's a general guide to help you get started:

### **1. Check Your Mobile Data Plan:**

Ensure that you have an active mobile data plan or a prepay plan that includes mobile data allowance. If you don't have one, you can subscribe to a data plan through this link: [Lyca Mobile Data Plans](#).

### **2. Enable Mobile Data:**

Open your phone's settings menu.

Look for the "Network & Internet" or "Connections" option (the name may vary based on your phone's manufacturer and whether you're using Android or iOS).

Toggle on the "Mobile Data" or "Cellular Data" option. This allows your phone to access the internet through your carrier's network.

### **3. Check for Data Roaming (If Traveling):**

If you're traveling internationally, ensure that data roaming is enabled in your settings. This enables your phone to use data when outside your home network. Please be aware of potential roaming charges when using data abroad.

### **4. Access Point Name (APN) Settings (Android Only):**

Some Android devices may require you to enter the correct APN settings to access mobile data. You can find these settings in the "Mobile Network" or "Cellular Network" section of your phone's settings.

### **5. Restart Your Phone:**

After making any necessary changes to your settings, it's a good practice to restart your phone to ensure that the settings take effect.

### **6. Test Your Connection:**

Open a web browser or launch a mob

## **How To Top Up Your Lyca Prepay Number Online?**

Topping up your Lyca Prepay Number online is a convenient process. Here's a step-by-step guide to help you do it:

### **1. Visit the Quick Top-Up Page:**

Click on the "[Quick Top up](#)".

## **2. Enter Your Details:**

On the top-up page, you will be prompted to enter your Lyca Mobile prepay number. Ensure you input the correct prepay number to avoid any issues.

You can also verify your mobile number with an OTP (One-Time Password) to receive exclusive top-up offers.

## **3. Make the Payment:**

Follow the instructions on the page to complete the payment for the top-up. You can typically use various payment methods, such as credit/debit cards or PayPal.

If you have verified your mobile number with OTP, you can use your saved cards to make the payment in one step.

## **4. Confirmation:**

Once the payment is successful, you will receive a confirmation message, and the credit will be added to your Lyca Prepay number.

How do i check my Lyca Mobile number data and call balance ?

To check your mobile data and call balance with Lyca Mobile SIM Only Plan, here are quick methods:

Online Account: Log in to your Lyca Mobile account online or through the app for balance details.

\*Dial 131#: Dial \*131# from your phone for an instant balance update.

Call 321: Dial 321 from your Lyca Mobile phone for automated balance information.

Text Balance: Text \*131# (or 94#) to receive your balance via SMS.

For checking your balance while abroad, dial +447404 000 321. To monitor your bundle balance, dial \*137#. These options provide easy access to your balance information. This will provide you with essential information about your bundle balance, including the expiry date, and other available bundle details such as SIM-only deals.

## **How Do I Check If A Bundle Is Active?**

To check the status of your plan on Lycamobile, follow these steps:

1. Using the Lycamobile App: If you have the Lycamobile app installed on your phone, log in to the app. Once logged in, you should be able to see the status of your plan, including whether it is expired or active.

2. My Lyca Account: Alternatively, you can visit the "My Lyca" website and log in to your account. In your account dashboard, you will find information about your plan's status, including its expiration date and whether it is currently active.

3. \*Dial 137#: Simply dial \*137# from your Lycamobile handset. This will provide you with information about your active bundle, including its status and remaining allowances.

Remember, you can also use \*137# to check your balance and allowance details on your Lycamobile account, making it a convenient way to stay informed about your account status.

## **How To Check Internet Data Balance**

To check your Lycamobile [internet data balance](#), you have multiple options:

1. Using the Lycamobile App: If you've installed the Lycamobile app on your phone, log in to the app. After logging in, you can easily view your plan's status, including its activation status and data usage.

2. My Lyca Account: Another option is to visit the "[My Lyca](#)" website and log in to your account. Within your account dashboard, you'll discover comprehensive information regarding your plan, such as data usage, status (active or expired), and the plan's expiration date.

3. \*Dial 137#: For a quick check, simply dial \*137# from your Lycamobile handset. This straightforward method will promptly provide you with information about your active bundle, including its current status and remaining data allowances.

These options offer flexibility and convenience, allowing you to stay informed about your Lycamobile internet data balance with ease.

## **How To Port Your Mobile Number**

Bringing your existing number to Lyca Mobile is now simpler than ever. Here's how:

**Obtain Your Porting Authorisation Code (PAC code):** Begin by calling your current mobile service provider and request your Porting Authorisation Code (PAC code). This unique code is vital for the porting process.

**Get Your Lyca Mobile SIM:** Acquire a Lyca Mobile SIM card with a prepay plan either by ordering online or visiting a retailer. You have the option to choose between a standard SIM or an eSIM, both of which will facilitate the seamless transfer of your existing number.

Complete the Online Porting Form: Fill out the Porting Form. <https://www.lycamobile.co.uk/en/transfer-your-number/> Within just 2 working days or based on the port-in date provided while filling the form, your current mobile number will seamlessly transfer to your Lyca Mobile SIM.

Please Note: Lyca Mobile has established porting arrangements with most UK mobile network providers. If you encounter any difficulties while completing the form, do not hesitate to contact Lyca Mobile customer care at 02071320322 for additional assistance.

Make the switch to Lyca Mobile while keeping your cherished mobile number intact

### **How To Access Your Voicemail**

Using your Lyca Mobile voicemail, you can:

Listen to messages left for you

Record a welcome message to help callers identify you

Adjust your voicemail settings, including language preferences

To access your voicemail:

Dial 121 when you are in the UK, or

Dial +447404000121 when you are roaming, and then follow the instructions.

Please Note: Voicemail can be accessed exclusively from your Lyca Mobile SIM.

### **How To View Your Lyca Mobile Pay As You Go**

To view your Lyca Mobile Pay As You Go number, use USSD by dialing \*132#. You will then receive a message prompt on your mobile screen displaying your mobile number.

## **Emergency alerts**

### **What are Emergency Alerts?**

Emergency Alerts are a public information service that have been developed by the Government to alert citizens to emergencies, both nation-wide and in their local area, that represent a severe threat to life and/or property.

The technology used allows a message to be broadcasted to a defined area, meaning any device in, or entering that area immediately receives the message, detailing the emergency and actions people need to take to ensure their safety.

Their purpose is to help save lives in emergency situations by issuing a warning and clear instructions about how best to respond. While the alert service will initially be used as part of the Government coronavirus response capability, it could also serve a wider purpose and be used as an emergency response for other scenarios, such as severe flooding or terror attacks. Emergency Alerts is the Government's way of warning people when lives are in danger.

### **What do the messages look like?**

Emergency alerts appear on your device's home screen. You must acknowledge them before you can use your phone's other features. They appear as a notification and will include telephone numbers or website links containing further information. A loud, siren-like sound and vibration will accompany the message to raise awareness of the hazard or threat.

### **What should I do when I receive an Emergency Alert?**

Read the content carefully. An emergency alert is likely to include a link to [gov.uk/alerts](https://gov.uk/alerts) where further information is contained, and/or a helpline. Alerts are sent to warn you when lives are in danger, and potentially, in some cases, for test purposes. Take the appropriate action as directed and consider alerting others in the area who may not have received or seen the message.

### **Why are the Government not using SMS?**

**Emergency Alerts offer several advantages over SMS**



**Speed of delivery** – After the alert is sent from the issuing authority, the public should receive the message in about 4 to 10 seconds. In comparison, the delivery of the GOV.UK coronavirus SMS messages sent in March 2020 took over 48 hours, as they needed to be batched to avoid congestion on the networks.

The Government releases Public Warning Cell Broadcast Messages via the Cell Broadcast Entity (CBE). Once created this typically takes 1 second to send.

The Mobile Network operator checks the broadcast area against its network using the Cell Broadcast Centre (CBC) and identifies the masts from which to broadcast. This typically takes around 3 seconds (4G network).

The user in the target area in range of the mast broadcasting the message receives the alert on their mobile device.

**Targeting of messages** – Emergency Alerts allow a message to be broadcast to a defined area, meaning any device in or entering that area immediately receives the message.

**Security** – the public can be fully confident that only authorised organisations are able to send the messages.

**Privacy concerns** – No personal information (such as telephone number, identity, or location) is used in the sending of any public alert message. [This has been validated by the Information Commissioner's Office (ICO) who can provide further information if required.] **Effectiveness** – the messages use a distinct tone and vibration that is hard to ignore and conveys urgency. The messages are designed to encourage recipients to act.

**Future proofed** – Emergency Alerts are fully supported by international 'standards' bodies, so the technology can be updated as new features are developed. If travelling to another country with the same system, you will receive alerts there too while you are within their borders.

**Impact on the mobile network** – The resources required to send a message are minimal, creating no network congestion for mobile networks.

### **Is my privacy and security protected?**

No personal information (such as telephone number, identity, or location) is used in the sending of any Emergency Alert. This has been validated by the information commissioner's office (ICO) who can provide further information if required. The technology used allows a message to be broadcast to a defined area, meaning any device in, or entering that area immediately receives the message. Emergency alerts are therefore one-way and do not provide any feedback on the recipients' location or whether they have received an alert. The recipients' telephone numbers and specific

locations are not required, known, or used, and no personal information on recipients of Emergency Alerts is shared by the mobile network operators and no personal information is gathered by the government or the mobile network operators.

**Will alerts sent to my mobile phone tell authorities where I am or be used to gather data about me?**

No. Emergency Alerts are one-way and do not provide any feedback on your location or whether you have received an emergency alert. No data is being gathered about you, your phone, or your location. No personal information is gathered by the government or the mobile network operators on recipients of Emergency Alerts.

**Will all the Mobile Networks provide Emergency Alerts?**

Emergency Alerts will be sent across all networks.

**Do I need to download an app?**

Emergency alerts do not require an App to be downloaded. However, depending on your device, you may need to download the latest software to ensure your device can receive the alerts.

**Is it used elsewhere?**

Emergency Alerts have been adopted by many countries internationally as alerting capability. These countries include the USA, Netherlands, Canada, New Zealand, South Korea, and Japan.

**Will Emergency Alerts be available in Wales, Scotland and Northern Ireland?**

Emergency Alerts will be available in all the four nations.

**Is there a charge to receive an Emergency Alert?**

There are no charges to receive Emergency Alerts. Alerts are sent on a specific channel that is separate from normal text and data traffic. While the alerts may look like text messages, they are not and will not be charged to your bill like text messages.

### **Will this new service affect my battery life?**

Emergency Alerts should not negatively affect your phone's battery life. Most people will receive them infrequently.

### **Can I reply to an Emergency Alert?**

No, the messages are one-way only. Check the contents of the message for links to further information on GOV.UK or contact numbers.

### **What should I do if I receive a message while driving?**

You MUST NOT hold a mobile phone while driving or riding a motorcycle. It is illegal to do so. You must have hands-free access such as voice command, a dashboard holder or mat, or a windscreen mount and the device must not block the driver's view of the road or the traffic. You should not read or otherwise respond to an emergency alert whilst driving or riding a motorcycle.

Please be aware, the alert will appear on your device for 20 seconds and you will hear a loud siren-like sound for up to 10 seconds; if you are driving, you should continue to drive and not respond to the noise or attempt to pick up the mobile phone and deal with the message. Find somewhere safe and legal to stop before reading the message. If there is nowhere safe or legal to stop close by, and nobody else in the vehicle to read the alert, tune into live radio and wait for bulletins until you can find somewhere safe and legal to stop.

You must stay in full control of your vehicle at all times. The police can stop you if they think you are not in control because you are distracted, and you can be prosecuted. The law still applies if you are stopped at traffic lights, queuing in traffic or supervising a learner driver. You can, however, use a hand-held mobile phone if either you are safely parked or need to call 999 or 112 in an emergency, and it is unsafe or impractical to stop.

### **What languages will messages be broadcast in?**

The primary language will be English. Sending dual language English/Welsh messages is also possible. The Government will continue to investigate the use of the technology for messages sent in other languages to increase the effectiveness and reach of the service.

### **How many people will it reach?**

The Government wants to make sure these alerts reach as many of the target population as possible. Anyone with a 4G capable device in the targeted region will receive the alerts.

### **Will Emergency Alerts work on all devices?**

Emergency Alerts should be received on most devices. However, there are some factors which might mean you will not receive an alert. These include:

1. Where a device connects to 3G or a 2G signal this can often happen inside buildings. A device needs to be on 4G or 5G to receive the alert.
2. The device does not have the latest software update, or the software update has not been released (older devices have a slower update cycle).
3. The device is not able to receive the alerts as it is no longer supported.
4. The device is not a 4G-enabled device.
5. The device was switched off.
6. The device was not connected to a mast broadcasting the Emergency Alert.

### **Do I need to update my phone to receive Emergency Alerts?**

Yes, if it does not have the latest software. Most newer phones (from 2015 onwards) can receive the messages if they have the latest software update. Phones over 6 years old are likely to require some changes to the settings by the user as has been the experience in other countries. Older models of Apple (before iPhone 6S) that do not support iOS 14 and older models of Android (generally older than Android 9 / Pie) will not be able to receive Emergency Alerts.

### **How do I check if my handset is compatible?**

The following options will be visible when you update your phone to the latest software.

For iPhones:

1. Open Settings.
2. Select Notifications.
3. Make sure the "Emergency Alerts" toggle is on.

For Samsung phones: Individual phones may vary, depending on which software version a customer is on.

- Android 11: Settings > Search for “emergency alerts” OR Settings > Notifications > Advanced Settings > Wireless Emergency Alerts.
- Android 10 and older OS versions: Messages app > Settings > Emergency Alert settings > Emergency Alerts

For other Android Phones:

The Emergency Alert settings are dependent on the manufacturer and model. Generally the settings can be found through one of the following ways:

1. Open Settings, select Sounds and select Advanced. You should see an option for Emergency Broadcasts.
2. Open Settings, select Wireless & Networks and select More. You should see an option for Cell Broadcasts.
3. Open Settings and select General Settings. You should see an option for Emergency Alerts.
4. Open the text message app and select Message Settings. You should see an option for Emergency Alert Settings.

Your alert settings may be called a number of different names including Emergency Alerts, emergency broadcasts, or extreme threats or severe threats.

### **What if my phone can't receive Emergency Alerts?**

Emergency Alerts are just one of many tools the Government can use to communicate with the public about Coronavirus and other emergency situations. The service will be one source of information in the event of a life-threatening emergency. Existing procedures will still be in place, so those without a mobile will still be made aware through the news and local emergency services, for example.

As part of the public information campaign, the Government are working closely with community leaders and stakeholders to ensure that those communities and people who are less likely to have a mobile will be able to access the information distributed through the alerts. You are advised to identify someone who lives near you who can inform you of any Emergency Alerts being sent.

### **Does it matter what network my phone is on?**

No. Emergency Alerts will be sent across all networks.

### **Are you using all the network types, like 2G, 3G, 4G and 5G?**

The initial roll out will be on 4G and 5G networks and handsets. Following this, the benefits of rolling out to 2G and 3G networks will be considered by the Government, bearing in mind the shrinking market handsets of less capability.

### **What sort of Emergency Alert might I receive?**

Future messages are expected to include environmental hazards like flooding, industrial hazards and other life-threatening or major incidents.

### **How frequently might I get them?**

The likelihood of receiving a message in any given year is low. The most frequent use is expected to be for flooding, but frequency depends on your personal proximity to threats.

### **Can I opt out?**

It is strongly recommended that people do not opt out of the service, as it is intended to warn you when lives are in danger. Emergency Alerts use a number of channels and the ability to opt in or out is determined by the channel type:

- Government Alert. This is a mandatory channel and it is not possible to opt out.

- Emergency Alert:

1. Extreme

2. Severe

It is possible to opt-out of these channels but the Government would encourage you not to.

You may also see an option for:

- Test alerts – by default you are opted out
- AMBER Alerts – these are not currently used in the UK

- Public Safety Alerts – these are not currently used in the UK

It is not possible to opt out of alerts by type of hazard, for example only receiving messages about flooding but not for industrial accidents.

**If I'm on a call or using my phone, like watching a video or using Facebook when an Emergency Alert is sent, will I receive it?**

Yes you will receive the Emergency Alert no matter what you are using your phone for.

**Will I receive a message if I am using my phone as a sat-nav system?**

Yes an Emergency Alert will display as a message if a user is using an App e.g. maps for navigation. See below for an example of how this appears.

**I am visually or hearing impaired, will I know when I receive an Emergency Alert?**

Yes. Emergency Alerts are designed to attract attention. This means compatible phones use a loud, siren-like sound so people with visual impairments are not excluded. Some phones will also read out the message and can override volume settings. Emergency Alerts also use a distinct vibration type. Testing with users who have hearing aids demonstrated that the reserved tone is pronounced for those individuals in a unique way. For those with visual impairments screen magnification will also facilitate reading an Emergency Alert.

**Will this new service disadvantage some individuals or groups?**

Emergency Alerts are just one of many tools the Government has to communicate with the public about Coronavirus and other emergency situations. The service will be one source of information in the event of a life-threatening emergency. Existing procedures will still be in place- for example those without a mobile will still be made aware through the news and local emergency services.

As part of the public information campaign, Cabinet Office are working closely with community leaders and stakeholders to ensure that those communities and people who are less likely to have a mobile will be able to access the information distributed through the alerts. It is advised that you identify someone who lives near you who can inform you of any Emergency Alerts being sent.

**How will I know that the alert is genuine and not a scam to get me to do something (i.e. leave my house for my own 'personal safety')?**

The alert has a unique set of characteristics that cannot be replicated by an SMS message. The message originates from the emergency services and cannot be sent by members of the public.

Your phone will emit a loud siren-like sound and vibrate extensively with the alert itself showing up as a pop-up on your screen. The message will include a link to [gov.uk/alerts](https://gov.uk/alerts), where people can verify that an alert has been issued. Every alert issued will be listed on [gov.uk/alerts](https://gov.uk/alerts). If you receive an alert but are still in doubt to the origins of the message go to [gov.uk/alerts](https://gov.uk/alerts) or check with neighbours, or friends and family in the nearby area to check whether they too have received it.

### **Can I trust the phone numbers and website links in the messages?**

All Emergency Alerts will include a phone number or a link to [gov.uk/alerts](https://gov.uk/alerts) where further information will be available. Emergency alerts can only be sent by emergency responders or the Government.

### **What time will Emergency Alerts arrive?**

Where possible, messages will be sent out during normal waking hours. However, there may be situations where messages need to be sent overnight (for example for severe flooding) where it is vital to inform you as soon as possible.

### **What happens if my device is in airplane mode, turned off or out of battery?**

In this case you will not receive an alert. However, once your phone has power, is switched on and connected to the network, it will receive the Emergency Alert assuming it is being broadcast at that time and the threat has not passed.

### **Will my iPad or 4G enabled tablet receive the messages?**

4G or 5G enabled iPads do not support Emergency Alerts, so you will not be able to receive Emergency Alerts on an iPad device, but you will receive Alerts on a 4G or 5G enabled Apple Watch. Other 4G sim card-fitted tablet devices with the latest software should get alerts if they have the latest software update, as will Samsung watches.

### **Where has my Emergency Alert gone?**



If you received an Emergency Alert, you may still be able to view it on your phone after you have acknowledged it. On Android phones, the alert may be found in the Messages app. For iPhone users, the alert will be in your notifications. Access your notifications by swiping down from the top of your screen. If you delete your notifications, the alert will also be deleted.

### **What should I do if I keep getting the same Alert?**

You may receive the same Alert multiple times if you have an Android device that is set to remind you about alerts. Check your phone's settings to turn this off.

### **Why don't you text me instead?**

Emergency Alerts have been chosen as it is reliable in an emergency. Emergency Alerts uses a dedicated signal, so it is not affected by network congestion. Unlike SMS messages, Emergency Alerts are also very secure and don't require the private details of recipients. Emergency Alerts are free and easy to access — there is no need to download an app or subscribe to a service.

A vast majority of new phones sold by UK mobile network operators will be capable of receiving Emergency Alerts.

## **Airtime transfer**

### **How do I transfer credit to my family in another country?**

To send INR \*\*\* to an Indian customer, dial \*177\*0091\*\*\*\*\* (country code followed by 10-digit mobile number) and then #

\*The number 1 at the end of the code represents the equivalent amount of GBP in your [Lyca Mobile credit](#) and this amount will be debited from your mobile credit.

You can also complete an Airtime Transfer using My Lyca Mobile on our [website](#).

### **Is there a limit on how much I can transfer to someone using Airtime Transfer?**

There is no set limit for the Airtime Transfer. However, since this involves transferring calling credit across countries, certain international laws will be applicable. It will also depend on the usage patterns. [Lyca Mobile](#) reserves the right to block or restrict transactions.

### **How much does Airtime Transfer cost me?**

This is a free service for all Lyca Mobile customers; however, the standard currency exchange rates would apply. Please visit our [website](#) to check the exact value of currency applicable for the country you are trying to [transfer credit](#) to.

### **What is Airtime Transfer?**

Lyca Mobile's Airtime Transfer service allows you to securely [transfer mobile credit](#) from your [Lyca Mobile](#) account to any mobile number in over 50 countries. This means that you can [transfer credit](#) to your friends and family abroad, irrespective of whether they are with Lyca Mobile or not.

## **5G connectivity**

[5G Network](#) is the latest generation of mobile internet technology. Using more of the radio spectrum, it allows more devices to access the mobile internet at the same time.

It means you get much faster download and upload speeds, streaming with almost no buffering, and near-instant connection without lag.

### **How do I use 5G?**

To use 5G, your handset needs to be 5G-enabled and you need to be in an area with [5G coverage](#).

Lyca Mobile offers 5G in over 150 towns and cities in the UK – on Android and iOS devices.

See our [coverage checker](#) for an idea of 5G coverage in your area.

### **Will I be charged extra?**

There are no additional charges for using [5G Network](#). It is an improvement to our services that you can get as standard.

### **5G update for Lyca Mobile T&Cs**

[5G Network](#) availability is subject to handset model and location. Supported on Android and iOS devices running the latest software.

## **New & improved network**

### **Will my plan/package change because Lyca Mobile has changed to the new network?**

No. We will not be making any changes to the mobile plan you have purchased from us – there will be no extra costs or charges. This includes free Lyca-to-Lyca calls, [international call allowances](#) and [EU Roaming](#). Any changes that take place in future will be in line with our standard reviews of our products and services – and will be communicated to customers.

### **Will my tariff change because Lyca Mobile has changed to the new network?**

No. We will not be making any changes to the tariff you have purchased from us because of this move. The price you pay for your [Lyca Mobile service](#) will remain the same. Any pricing changes that take place in future will be in line with our standard reviews of our products and services – and will be communicated to customers.

Will I still receive EU Roaming at no extra cost now that Lyca Mobile has changed to the new network?

[EU Roaming](#) will continue to be offered by Lyca Mobile at no extra cost following its change to the new network.

## **Changing To The New Network**

At Lyca, our mission is to help customers connect to the people, places and things they love – however and whenever they like. By changing to the new network, [Lyca Mobile](#) is able to give customers access to super-fast connectivity and improved coverage – and for the same low-cost prices we are known for.

### **Will my coverage improve now that Lyca Mobile has changed to the new network?**

Thanks to our partner's outstanding coverage, this move will be an improvement for the majority of our UK customers. Earlier this year, [Lyca Mobile's new network](#) partner was named the [UK's best network](#) for reliability, speed and accessibility.

### **Why hasn't my network service improved?**

We understand that, for some customers, there is a chance that your service may not have improved. And we are ready to support you. If you have been experiencing network issues, we apologise for any inconvenience caused. Restarting your mobile device should resolve most issues caused by our network change. If you are still experiencing issues, please [contact](#) our Customer Service team via Chat or on 020 7132 0322 from any phone.

## Bring your own number

**What does "port-in your mobile number" or "switch to Lyca" or "transfer your own number" or "bring your own mobile number" mean?**

These phrases all essentially mean the same thing—they refer to the process of transferring your existing mobile number from your current mobile service provider to Lyca Mobile. Let's break it down:

**Port-In:** Porting in your mobile number means bringing your existing phone number over to Lyca Mobile. It's like moving your number from one home (your current provider) to another (Lyca Mobile).

**Switch to Lyca:** When we say "[switch to Lyca](#)," we're inviting you to move your mobile number and your business to us. It's all about making Lyca Mobile your new mobile service provider.

**Transfer Your Own Number:** This phrase emphasizes that you have the power to [transfer your number](#). You're not stuck with your current provider; you have the choice to move your number to Lyca Mobile.

**Bring Your Own Mobile Number:** Similar to the others, this phrase highlights that you can bring your existing mobile number to Lyca Mobile when you join us. It's about ensuring you can continue using your familiar number without any hassle.

The process typically involves some paperwork and coordination between your current provider and Lyca Mobile. We're here to assist you every step of the way to ensure a smooth transition. So, if you're ready to switch, transfer, or bring your number to Lyca Mobile, just reach out to us, and we'll guide you through the process.

## Why should I switch to Lyca Mobile?

Making the switch to Lyca Mobile comes with several compelling advantages. Here are a few reasons why you might consider joining our mobile network:

**Competitive Rates:** We offer cost-effective plans designed to save you money without compromising on quality. You'll find competitive rates for calls, texts, and data that suit various budgets.

**Reliable Network Coverage:** Lyca Mobile is an MNVO and offers reliable network

coverage of 3 telecom, ensuring you stay connected wherever you go. Our goal is to keep you in touch with the people and information that matter to you.

**Range of Plans:** We offer a diverse range of plans, including options with [unlimited data](#), international calling features, and more. You can choose the plan that aligns perfectly with your communication needs.

**Keep Your Number:** Switching to Lyca Mobile doesn't mean you have to say goodbye to your old mobile number. You can keep the same number you've been using for years, which means you won't need to update your contact details with banks and other institutions.

**Excellent Customer Service:** We pride ourselves on providing top-notch customer service. Our team is here to assist you with any questions, concerns, or technical support you may need.

By choosing Lyca Mobile, you can enjoy the benefits of a reliable and cost-effective mobile service while retaining your cherished mobile number.

### **Do I need a new SIM card when I switch to Lyca Mobile?**

Yes, to transition smoothly to Lyca Mobile, you'll need one of our Lyca Mobile SIM cards. Here's how it works:

**Purchase Your Lyca Mobile SIM Card:** You can acquire a Lyca Mobile SIM card with a plan either from our website or one of our authorized retailers. This SIM card will be delivered to you, ready to work seamlessly with our network.

**Access the Benefits:** Once you have your [Lyca Mobile SIM card](#), you can start enjoying all the advantages of our plans, including cost-effective rates, reliable network coverage, and more.

**Stay Connected:** With your new SIM card in hand, you can stay connected to the people and information that matter most to you. Plus, you get to keep your existing mobile number, ensuring a smooth transition.

**Simple Activation:** Activating your [Prepaid SIM Card](#) and [SIM Only Deals](#) is straightforward.

Simple Port-in (Switch) Process : After activation, all you need to do is register your

request to switch to [Lyca Mobile \(port-in\) online via our website](#). Based on the details provided, your request will be processed and your old number will port-in to Lyca Mobile network.

### **Is there a fee or charges to port-in (bring own) number to Lyca Mobile?**

It's absolutely free to port-in or bring your own number to Lyca Mobile. There are no additional fees or charges for the port-in process. All you need is an activated [Lyca Mobile SIM card and plan](#).

### **Here's how it works:**

**Get Your Lyca Mobile SIM:** Start by acquiring a Lyca Mobile SIM card along with a plan that suits your communication needs.

**Activate Your SIM:** Once you have your [SIM card and plan](#), go ahead and [activate your SIM](#). This step is crucial to ensure everything works smoothly.

**Port-In Your Number:** After [activating your SIM](#), you can proceed to port-in your old number to Lyca Mobile. The best part? It won't cost you a thing.

### **Can I port my number to Lyca Mobile if I am on a contract with another provider?**

Absolutely, you can bring your number to Lyca Mobile, even if you're currently on a contract with another provider. However, there are a few important things to consider:

**Contract Obligations:** Before making the switch, you should review your current contract with your existing provider. Some providers may have early termination fees or outstanding balances that you need to settle before [porting your number](#).

**Check with Your Current Provider:** It's a good practice to contact your current provider to inquire about any contractual obligations and the associated costs of ending your contract early.

**Keep Your Number:** Once you've settled any outstanding matters with your current provider, you can proceed with [porting your number](#) to Lyca Mobile.

### **Can I port my number if it's currently suspended or disconnected?**



Typically, you cannot port a number that is currently suspended or disconnected. To successfully port your number to Lyca Mobile, it needs to be in an active and good standing with your current service provider.

### **Here's what you should do:**

**Ensure Active Status:** Before initiating the [port-in](#) process, make sure your number is active and not suspended or disconnected by your current provider. If there are any outstanding issues, it's essential to resolve them with your current provider first.

**Smooth Porting:** Once your number is in good standing and active, you can proceed with the porting process to Lyca Mobile.

How can I track the progress of my number port-in?

Keeping tabs on the status of your number port-in is important, and we're here to keep you informed every step of the way. Here's how you can track the progress:

**SMS Updates:** After initiating the [port-in](#) process with [Lyca Mobile UK](#), you will receive timely updates via SMS. These messages will provide you with the latest information on the status of your port-in request. It's a convenient way to stay in the loop.

**Contact Our Support Team:** If you ever have questions or concerns about the progress of your number port-in, don't hesitate to reach out to our dedicated customer support team. You can contact us via email at [cs@lycamobile.ie](mailto:cs@lycamobile.ie) or call us locally at +1 437 2322.

### **Can I port my number to Lyca Mobile from any mobile network?**

You have the flexibility to [port your mobile number](#) from any local mobile network to Lyca Mobile. We want to make the process as easy as possible for you. Here's how it works:

**Get Your Lyca Mobile SIM:** Start by acquiring a Lyca Mobile SIM card along with a plan that aligns with your communication needs. You can choose from our range of cost-effective plans.

**Activate Your SIM:** Once you have your SIM card and plan, go ahead and [activate your SIM](#). This step is essential to ensure that your new Lyca Mobile service is up and running smoothly.

**Port-In Your Number:** After successfully [activating your SIM](#), you can initiate the port-in process to bring your old number to Lyca Mobile. The best part? There are no charges for this process.

**What happens to my remaining credit or allowances with my current provider when I switch to Lyca Mobile?**

When you decide to [switch to Lyca Mobile](#), any remaining credit or allowances with your current provider typically won't be transferred to us. That's why we recommend using up your existing credit or allowances before initiating the porting process.

## General FAQ

Lyca Mobile has changed to a new and improved network

Lyca Mobile is working with the UK's number one mobile network to provide our customers with an improved service. At Lyca Mobile, we are committed to providing cost-effective and high-quality services to our customers. We understand that some customers have questions about whether there will be any other adjustments because of a change in Lyca Mobile's network provider. Here is what you need to know.

- Will my plan/package change because Lyca Mobile has changed to the new network?

No. We will not be making any changes to the mobile plan you have purchased from us – there will be no extra costs or charges. This includes free Lyca-to-Lyca calls, international call allowances and EU Roaming. Any changes that take place in future will be in line with our standard reviews of our products and services – and will be communicated to customers.

- Will my tariff change because Lyca Mobile has changed to the new network?

No. We will not be making any changes to the tariff you have purchased from us because of this move. The price you pay for your Lyca Mobile service will remain the same. Any pricing changes that take place in future will be in line with our standard reviews of our products and services – and will be communicated to customers.

- Will I still receive EU Roaming at no extra cost now that Lyca Mobile has changed to the new network?

EU Roaming will continue to be offered by Lyca Mobile at no extra cost following its change to the new network.

- Why has Lyca Mobile changed to the new network?

At Lyca, our mission is to help customers connect to the people, places and things they love – however and whenever they like. By changing to the new network, Lyca Mobile is able to give customers access to super-fast connectivity and improved coverage – and for the same low-cost prices we are known for.

- Will my coverage improve now that Lyca Mobile has changed to the new network?

Thanks to our partner's outstanding coverage, this move will be an improvement for the majority of our UK customers. Earlier this year, Lyca Mobile's new network partner was named the UK's best network for reliability, speed and accessibility.

- Why hasn't my network service improved?

We understand that, for some customers, there is a chance that your service may not have improved. And we are ready to support you. If you have been experiencing network issues, we apologise for any inconvenience caused. Restarting your mobile device should resolve most issues caused by our network change.

- How can I receive texts with Lyca Mobile offers and promotions?

To receive our offers and promotions, text YES to 3232. You can opt out at anytime by sending STOP to 3232.

- Is it mandatory to register my details to use Lyca Mobile services?

While it is not mandatory to register your details, we would strongly recommend you do. Registering your number opens up many additional facilities including the ability to manage your Lyca Mobile account online, setting up of Auto top up, collecting itemized bill copies, changing or updating personal information and more.

- Why have I been charged for internet access when I use WiFi?

Please note that some handsets switch from WiFi to Mobile Internet depending on signal strength. To avoid these issues, please deactivate the data option on your mobile phone while using WiFi.

- How to Register Your Lyca Mobile SIM ?

We'll guide you through the process of registering your Lyca Mobile SIM to ensure a smooth start:

### **First Login:**

You can complete the registration when you initially log in at [MyLyca](#).

### **Access with Mobile Number:**

Use your mobile number and a one-time passcode to access your account.

### **Provide Basic Details:**

During the registration, you'll be asked for your basic information, including your name, date of birth, and email address.

### **Set Your Login Preference:**

After the registration process, you'll have the option to set your login preference. You can choose between a password or a one-time passcode for login.

Please note that due to technical reasons, new customers may not have access to log in to [MyLyca](#). This feature is currently available only for our registered customers. We apologize for any inconvenience this may cause.

- Will a plan purchase be considered a top-up?

No, a plan purchase will not be considered as a top-up.

- Do you provide a Lyca Mobile SIM with a handset?

No, we only provide a FREE SIM card at the moment.

- Do you provide locked or unlocked handsets?

No, all our handsets are unlocked.

- Do you offer contract services?

Yes , Lyca Mobile offers a variety of SIM Only deals with contract options spanning 30 days and 12 months. Regardless of the contract length you choose, you will enjoy unlimited texts and unlimited minutes. Opting for the 30-day SIM Only contract provides you with the added benefit of flexibility, allowing you to modify or cancel your plan any time after the initial month of service.

- I have credit but I am getting an error when attempting to make a call saying I do not have sufficient credit. Why

### **Plans And Rates FAQs**

- I have been using the same plan for a long time. Why has it now changed?

To ensure that we offer the most competitive plans to our customers, we update our rates as often as possible. For the most up to date information on our rates and plans, please visit [our website](#) or call Customer Services on 322 from your Lyca Mobile. As an MVNO, our rates are subject to market conditions and rate fluctuations and we are constantly updating our products to ensure that we offer the best value for money to our customers.

- My plan has been renewed by debiting the cost from my bank account. Why is this?

When activating a plan, there is the option for it to be automatically renewed. Please uncheck the box to disable Auto-renew. Please note that the Auto-renewal option is available for your benefit as it saves you the trouble of remembering to top up your

account. However, you do also have the option to cancel Auto-renewal by dialling \*190# at least 24 hours before the plan expiry date.

- Where can I find the details of the plan?

To ensure that we offer the most competitive plans to our customers, we update our rates as often as possible; for the most up to date information on our rates and plans, please visit [our website](#). Alternatively, you can also call Customer Services on 322 from your Lyca Mobile.

- I've activated the wrong plan, what do I do?

We do not have the option to cancel any plan once activated; however, depending on the plan and your usage of it, we will try our best to assist you. For more details, please contact Customer Services on 322 from your Lyca Mobile.

- Can I use these minutes to call other countries?

Each plan is specifically designed to cater to specific customers. You will only be able to call the countries specified in the plan you have activated.

- I have activated a plan and have used all the allowance. Can I activate the same plan again?

At the moment, you will only be able to activate the same plan once a month.

- Can minutes be carried forward to the next month if they're not used?

No. As per the terms and conditions, all allowances will expire on the same day as the plan expiry date.

- Does a plan have an expiry date?

Yes, the expiry details are mentioned on the [plan page](#) and can be found in the [terms and conditions](#).

- Will I be able to activate the plan with my promotional balance?

No, you need to have available credit on your main balance to activate any plan.

- How do I check if a plan is active on my Lyca Mobile?

Please remember that you can always dial

### **SIM Lost: Steps To Take**

- I lost my SIM card and would like to claim insurance. What should I do?

Please send an email to [cs@lycamobile.co.uk](mailto:cs@lycamobile.co.uk) with the required details such as IMEI number and Handset make/model, along with a copy of a utility bill to verify your identity. After verification has been completed, we will provide you with proof of usage which you can use for claiming your insurance.

- I have lost my SIM card and would like to block it to avoid someone using it. Is this possible?

Please contact Customer Services on 322 (if calling from a Lyca Mobile number) or 0207 1320322 (if calling from any other number) with your SIM card details and your card will be blocked.

- My SIM card is lost/ stolen. How do I prevent someone else from using it?



Please contact Customer Services on 020 7132 0322 as quickly as possible and one of our advisors will help you.

- I've lost my SIM card and want all my contacts back. Is this possible?

We don't have the option to get your contacts back, however, if you are a registered customer you may login to your My Lyca Mobile account and check your dialled numbers. For more details, please contact Customer Services on 322 (if calling from a Lyca Mobile) or 0207 1320322 (if calling from any other number).

- After I report my SIM card as lost, will incoming calls be blocked?

At the moment, we do not have the option to block incoming calls; however, your outgoing calls will be barred as soon as the number is blocked.

- I lost my SIM card and want the same number back. Is this possible?

You can receive a new SIM card by ordering it [online](#), or you can get a SIM card from any of our [retail partners](#).

Once you have the new SIM card, please call Customer Services on 322 (if calling from a Lyca Mobile) or 0207 1320322 (if calling from any other number) with your PUK number and we will help in transferring your old number to your new SIM within 24 business hours. When your number transfer is successfully completed, your current number along with any credit and/or plans on your old lyca SIM will be carried over to your new lyca SIM card. However current balance in new sim card will be retained but any plans/offers that might be on your new SIM will be replaced.

### **How To Complete A Number Or SIM Transfer?**

- How can I transfer my number from my current network to the Lycamobile network?

You can receive a new FREE SIM card by ordering it online [here](#) or you can get a SIM card at any of our [retail outlets](#).

Please contact Customer Services on 322 (if calling from a Lyca Mobile number) or 0207 1320322 (if calling from any other number) with your new Lyca Mobile SIM and a PAC code from your previous network provider and we will port-in your number within 2 business days. You can also visit <https://www.lycamobile.co.uk/en/help/transfer-your-number/> to place the port-in request online.

**Please note** that you will have to collect your PAC code from your current service provider.

- How do I switch to Lyca Mobile from another provider and keep my current mobile number?

It's never been easier to switch to Lyca Mobile and keep your current number.

You can receive a new FREE SIM by ordering it online [here](#) or you can get a SIM card at any of our [retail outlets](#).

Before we can transfer your number, we'll need your Porting Authorisation Code (PAC).

Text PAC to 65075 from your current network number to get your PAC. Once you receive the PAC please:

1. Visit our website [Lycamobile.co.uk](https://www.lycamobile.co.uk) > [Switch to Lyca Mobile](#)
2. Call 322 from your Lyca Mobile number or 0207 132 0322 from any other network

- How do I switch to Lyca Mobile from another provider without taking my number with me?

Text STAC to 75075 from your current network number to get your Service Termination Authorisation Code (STAC). Once you receive the STAC please:

1. Visit our website [Lycamobile.co.uk](https://www.lycamobile.co.uk) > [Switch to Lyca Mobile](#)
2. Call 322 from your Lyca Mobile number or 0207 132 0322 from any other network

- How do I switch to a different provider and take my number with me?

If you would like to switch provider and keep your number, you'll need to request a Porting Authorisation Code (PAC). You can get a PAC from us free of charge:

1. Text PAC to 65075
2. Call 322 from your Lyca Mobile number or 0207 132 0322 from any other network

After you request a PAC, we'll send you a text message straightaway with your PAC.

If you want to switch providers, you'll have to give your PAC to your new provider. Once you've switched, your service with Lyca Mobile will be terminated.

Good to know that you'll need to use any credit you have left on your account before you switch provider as you'll lose it when the switch is complete.

**Important:**

Your PAC is valid for 30 days. If you do not give your PAC to your new provider in that time, your service with Lyca Mobile wi

Internet access

- My phone is asking for a PIN number while saving the settings. What is my PIN number?

You can either enter "0000" or "1234".

- Is a username and password mandatory?

No, you can ignore that option.

- Can I get the settings in my email so I can do it myself?

Yes, please call us on 322 with a valid email address and we will be able to send the settings to the requested email address.

- Do I have to manually input settings on my handset to access the internet?

Depending on your handset model, the settings will vary. For most phones, you will automatically receive the settings, which you will have to save for it to work. You can manually choose the settings for your specific handset model by visiting our [Mobile Web Settings](#) page. Alternatively, you can contact our customer service on 0207 132 0322 from any network or 322 from your Lyca Mobile number.

- Will I be able to access data in 4G?

Yes, depending on your handset and area, you will be able to access data.

- Will I be able to use the Internet on my Blackberry or dongle?

No, at the moment, we do not support Internet on Blackberry or dongles.

- Will I be able to access the Internet while roaming?

Yes, we do support data access when in roaming.

- Why am I unable to access the internet even though I have a data plan active?

Please ensure that mobile data and data roaming is on and check the [manual settings](#)

- Why do I get messages for GPRS settings?

Every time you change your handset or reset your phone, you will get the automated settings messages, however, once you save or install the settings the messages will stop.

- My internet has stopped working. What should I do?

Please ensure that you have enough data allowance or sufficient balance available on your phone. You can always find out the exact leftover allowance on your Lyca Mobile account by dialling \*137# and then pressing call. If the problem persists, please contact our friendly Customer Services team on 322 from any Lyca Mobile.

### **Network Connectivity**

- My SIM doesn't work in a specific handset but other SIM cards do. Why is that?

Since your SIM isn't working in your handset while other SIM cards are, it might be an issue with your handset provider; or the mobile phone could be locked, meaning it only accepts SIM cards from a particular service provider. Please contact the handset dealer for more assistance.

- My SIM seems to be damaged and I am not able to connect to the network. What should I do?

If the SIM is damaged, please contact our customer service on 0207 132 0322 from any network or 322 from your Lyca Mobile number. We will provide you with a brand new activated Lyca Mobile SIM and PUK number and help you transfer your old number to your new SIM within 24 business hours.

- Why can't I connect to the network after returning from a trip abroad?

When you return from a trip abroad, your phone will search for our local network. If this doesn't happen automatically, manually connect to the network by following the below steps: A. Find an option called Lyca Mobile Services or Lyca Services on your phone. This will likely be found somewhere in your settings folder, under 'Tools', 'SIM' or among the apps. B. After finding Lyca Mobile Services, select Lyca Mobile > Mode > Manual > National. C. After selecting 'National', your phone will return to a previous page or start the Manual Network Search by itself. D. Following this, reset your phone without taking the SIM out and then start the Manual Network Search again. Once you have manually connected, restart your phone.

- What should I do when I see 'No network/Emergency only' on my phone?

First, take the SIM out and insert it back in, making sure that it fits exactly in the slot. Then manually connect to the network by following the below steps: A. Find an option called Lyca Mobile Services or Lyca Services on your phone. This will likely be found somewhere in your settings folder, under 'Tools', 'SIM' or among the apps. B. After finding Lyca Mobile Services, select Lyca Mobile > Mode > Manual > National. C. After selecting 'National', your phone will return to a previous page or start the Manual Network Search by itself. D. Following this, reset your phone without taking the SIM out and then start the Manual Network Search again. Once you have manually connected, restart your phone. If after several attempts the above procedure is not working, check the SIM card's surface for scratches or cracks. If the SIM is damaged, go to your nearest retail point for further

#### Top-up inquiries

- Top up your Lyca Mobile?

A Minimum top-up is required for activating the new sim.

- How can I set up Lycamobile to automatically top up my account once my balance gets too low?

After completing one successful top up with your credit or debit card, you have the option to activate Auto Top-up. You set this service to automatically top-up a predetermined value, each time the balance drops below a value set by you. You can also control the frequency and value of the top-up.

- I have changed billing address. How do I update it?

You can now manage your entire Lyca Mobile account, including changing the registered address, online at [www.lycamobile.co.uk](http://www.lycamobile.co.uk).

Alternatively, you can also change your address by emailing [cs@lycamobile.co.uk](mailto:cs@lycamobile.co.uk) with your full name, date of birth, Lyca Mobile number and a copy of your utility bill showing the new address.

- I am unable to top-up online and the page gives an error. What should I do?

Our website is best enjoyed using Internet Explorer or Google Chrome. Please avoid using other web browsers like Firefox or Opera. If the problem still persists, please contact our customer service on 0207 132 0322 from any network or 322 from your Lyca Mobile number.

- I made a top-up using PayPal. Why hasn't it come through on my account yet?

Making an Online Top-up with a debit or credit card is instant, whereas transactions using PayPal may take up to ten minutes to appear on your Lyca Mobile account.

- How can I pay online with a debit or credit card?

To pay online using a debit or credit card, you must have the following details:

1. Card holder details
2. Card number
3. Expiry date
4. Verification code (CVV). This is the three-digit code on the back of your card

You may be required to follow additional security procedures.

For Visa cards, please refer to the 'Verified by Visa' procedure explained [here](#).

For Mastercards, please refer to the 'Mastercard SecureCode' procedure explained [here](#).

- How do I top-up using a credit or a debit card?

After your card has been registered, you can simply dial 321 and use our Interactive Voice Response to top-up over the phone using your credit or debit card.

Airtime transfer

- How do I transfer credit to my family in another country?

To send INR100 to an Indian customer, simply dial \*\*207\*0091xxxxxxx (country code followed by 10 digit mobile number) and then \*1#

\*The number 1 at the end of the code represents the equivalent amount of GBP in your Lyca Mobile credit and this amount will be debited from your mobile credit.

You can also complete an Airtime Transfer using My Lyca Mobile on our [website](#).

- Is there a limit on how much I can transfer to someone using Airtime Transfer?

There is no set limit for the Airtime Transfer. However, since this involves transferring calling credit across countries, certain international laws will be applicable. It will also depend on the usage patterns. Lyca Mobile reserves the right to block or restrict transactions.

- How much does Airtime Transfer cost me?

This is a free service for all Lyca Mobile customers; however, the standard currency exchange rates would apply. Please visit our [website](#) to check the exact value of currency applicable for the country you are trying to transfer credit to.

- What is Airtime Transfer?

Lyca Mobile's Airtime Transfer service allows you to securely transfer mobile credit from your Lyca Mobile account to any mobile number in over 50 countries. This means that you can transfer credit to your friends and family abroad, irrespective of whether they are with Lyca Mobile or not.

#### Emergency alert information

- What are Emergency Alerts?

Emergency Alerts are a public information service that have been developed by the Government to alert citizens to emergencies, both nation-wide and in their local area, that represent a severe threat to life and/or property.

The technology used allows a message to be broadcasted to a defined area, meaning



any device in, or entering that area immediately receives the message, detailing the emergency and actions people need to take to ensure their safety.

Their purpose is to help save lives in emergency situations by issuing a warning and clear instructions about how best to respond. While the alert service will initially be used as part of the Government coronavirus response capability, it could also serve a wider purpose and be used as an emergency response for other scenarios, such as severe flooding or terror attacks. Emergency Alerts is the Government's way of warning people when lives are in danger.

- What do the messages look like?

Emergency Alerts appear on your device's home screen. You must acknowledge them before you can use your phone's other features. They appear as a notification and will include telephone numbers or website links containing further information. A loud, siren-like sound and vibration will accompany the message to raise awareness of the hazard or threat.

- What should I do when I receive an Emergency Alert?

Read the content carefully. An Emergency Alert is likely to include a link to [gov.uk/alerts](https://gov.uk/alerts) where further information is contained, and/or a helpline. Alerts are sent to warn you when lives are in danger, and potentially, in some cases, for test purposes. Take the appropriate action as directed and consider alerting others in the area who may not have received or seen the message.

- Why are the Government not using SMS?

Emergency Alerts offer several advantages over SMS

Speed of delivery – After the alert is sent from the issuing authority, the public should receive the message in about 4 to 10 seconds. In comparison, the delivery of the GOV.UK coronavirus SMS messages sent in March 2020 took over 48 hours, as they needed to be batched to avoid congestion on the networks.

- The Government releases Public Warning Cell Broadcast Messages via the Cell Broadcast Entity (CBE). Once created this typically takes 1 second to send.
- The Mobile Network operator checks the broadcast area against its network using the Cell Broadcast Centre (CBC) and identifies the masts from which to broadcast. This typically takes around

We now give you 5G

- All Lyca Mobile plans now come with 5G, so you can enjoy the best mobile internet experience available
- What is 5G?

5G is the latest generation of mobile internet technology. Using more of the radio spectrum, it allows more devices to access the mobile internet at the same time. It means you get much faster download and upload speeds, streaming with almost no buffering, and near-instant connection without lag.

- How do I use 5G?

To use 5G, your handset needs to be 5G-enabled and you need to be in an area with 5G coverage.

Lyca Mobile offers 5G in over 150 towns and cities in the UK – on Android and iOS devices.

See our [coverage checker](#) for an idea of 5G coverage in your area.

- Will I be charged extra?

There are no additional charges for using 5G. It is an improvement to our services that you can get as standard.

- 5G update for Lyca Mobile T&Cs

5G availability is subject to handset model and location. Supported on Android and iOS devices running the latest software.

## eSIM

- What is an esim?

An eSIM is a convenient SIM card that's integrated directly into your phone. Unlike traditional plastic SIM cards, the eSIM stores all the data needed for your device to connect to the LYCA Mobile network without the need of insertion and removal from the handset.

- What's dual sim with eSIM?

Dual SIM phones with eSIM enable users to have two phone numbers on one device. These phones contain both a physical SIM card and an eSIM, allowing for access to multiple data networks and their plans. This is convenient for people who utilize different phone lines for various reasons or who often travel abroad.

- Can I get LYCA eSIM on Pay As You Go?

Yes! We offer both Pay As You Go (prepaid) and Pay Monthly (post-paid) to our customers, as long as their phones are compatible with the eSIM technology.

- Which devices support eSIM?

Starting with the iPhone XS and continuing through to the latest iPhone 14 Pro Max, all iPhone models now have the capability to support eSIM. Similarly, iPads and tablets, such as the iPad Air, iPad Pro, and Microsoft Surface Pro X, also support eSIM. There are also numerous Android phone models that support eSIM, including Samsung, Huawei, Pixel, Motorola, Xiaomi, Sony, and others. Click [here](#) to access a complete list of phones compatible with **Lyca eSIM**.

- Where Lyca eSIM can be purchased?

You can purchase Lyca eSIMs online on <https://prepay.lycamobile.co.uk/en/esim/> or through any retail shop selling Lyca Mobile SIM.

- What is the eSIM QR code?

A QR code is a type of barcode used for quick and easy access to information using a smartphone. To use it, simply scan the unique code with your phone's camera and the relevant information will be sent back to Lyca, enabling us to add an eSIM profile onto your device in a safe and secure manner. There's no need to download any additional apps as the QR code reader is built into your phone.

- If I'm using both my physical sim and eSIM, does that mean I have two mobile numbers?

Yes, if you have both a physical SIM card and an eSIM, then that means you have two separate mobile phone numbers. A mobile number will be active only on one of SIM type eSIM or physical.

- Do LYCA eSIMs support 5G?

Yes, it supports mobile phones that are compatible with 5G.

- How do I activate my eSIM that I ordered online via Lyca Mobile website?

Here are the steps to activate your eSIM:

1. After ordering your eSIM online with bundle plan via Lyca Mobile, you will receive a confirmation email
2. The email will contain a QR

## Bundle and credit reservation

- What is credit reservation? And why has my credit been frozen?

Credit reservation is a new system we have introduced to automatically reserve credit paid for by top-up voucher or debit card in your Lyca Mobile account for the purpose of activating a rolling Pay As You Go (PAYG) plan or queued Lyca Mobile plan.

When you do not have enough credit in your balance for our system to automatically renew/activate your requested plan, our system will now automatically reserve any existing Lyca Mobile account credit until you've topped up enough balance to renew/activate the requested plan.

This is to prevent you from accidentally using services at PAYG standard rates without your knowledge (for example, data used by apps for alerts and background refreshes). We will notify you that credit reservation has taken place on your Lyca Mobile balance. Any chargeable calls will divert to customer service, so you can release your balance. For example: you purchase a €20 30-day plan. When the expiry date arrives, you only have €8 credit shown in your balance. With our credit reservation, your balance will automatically be reserved at €8 – and you will be sent a text message letting you know. If you then top-up €15 (bringing your total balance to €23) the system will automatically activate your €20 plan. Your new plan will begin, and you will have €3 balance to use for out-of-plan services.

- What if I have activated my plan using a debit/credit card?

If you have activated your plan using a debit/credit card, unfortunately our credit reservation system does not support this payment method at the moment. We hope to change this soon. If you wish you can change your payment method by [logging into your Lyca Mobile account](#).

- What happens to the services when credit reservation causes my Lyca Mobile account balance to be reserved?

When your account balance is reserved due to credit reservation, your Lyca Mobile services will be limited to non-chargeable calls and texts. This includes incoming calls, texts, customer service calls, and any free calls/texts – eg freephone numbers and free data (where applicable). Any additional unexpired Lyca Mobile plan will still continue to be available to you until it expires.

- How do I release my Lyca Mobile account balance when credit reservation has activated?

To deactivate credit reservation and release your balance, text **CANCEL** to **5309**. Your scheduled plan will be cancelled and reserved credit, if any, will be available for use at PAYG rates or for a

What happens if I order a new bundle while having an active bundle?

If you currently have an active plan, excluding bolt-ons, add-ons, or roaming bundles, please note that upon activating your new plan, your current active plan will be depleted, and your subscription will commence with the new plan.

How long do I have to activate my Lyca SIM card ordered Online?

You have up to 30 days to activate your SIM card. You will no longer be able to use your chosen plan or promotions if you have not activated your SIM within 30 days from your order date.

## Multiple Bundles Policy Update

### What has changed?

Effective from 14th October 2024, customers can only have one primary bundle plan per SIM card. Previously, customers could purchase multiple primary bundles (e.g., a National Plan and a UK Super Extra Plan for the same SIM). Starting 14th October 2024, customers will only be allowed one primary plan at a time. If a new primary plan is purchased, the existing plan will be removed or replaced. For example, if a customer has a £5 Smart Plan and purchases a £10 National Plan, the £5 Smart Plan will be removed.

### Which plans are impacted?

Customers having any Best Value and All In One plans will be impacted by this change.

### What happens to the remaining allowance from my previous plan?

If a customer purchases a new plan before their current plan expires, any unused allowances from the previous plan will be lost, and the plan will be removed. To avoid this, customers should only purchase a new plan once their existing plan is fully exhausted.

**What happens to the auto-renewal linked to my initial plan?**

Auto-renewal will be deactivated once the previous plan is removed.

**What if I run out of allowance?**

If you're running low on your allowance, you can purchase additional bolt-on bundles through our website or mobile app.

**Can I purchase multiple primary plans while subscribed to a family plan?**

No, if you have subscribed to Family plan, you are only allowed to purchase our bolt-on bundles available via website or mobile app

## Roaming

How can I check my data roaming allowance while roaming?

Staying on top of your data usage is essential. You can use Lyca Mobile App or login in your account on Lyca Mobile website to check your roaming data allowance.

- **Lyca Mobile App:** Simply log in to see your data balance on your dashboard.
- **My Lyca Account:** For a detailed overview, log in to your My Lyca account online to check your data balance and other account information.

By using these methods, you can keep an eye on your data usage and avoid any unexpected charges.

Can I activate a different bundle while roaming?

Yes, of course. As long as you have an active SIM, you can buy any of our roaming add-on bundles. Additionally, you can buy any bundle even while you are roaming. Roaming add-on bundles are separate from your regular plans and are activated automatically.

What can I do if my phone is not connecting to the network while roaming?

If you are having trouble connecting to the network while roaming with Lyca Mobile, try these steps:

- **Check Data Settings:** Ensure mobile data is turned on and your APN settings are correct for Lyca Mobile.
- **Restart Your Device:** A simple restart often resolves temporary network issues.
- **Manual Network Selection:** Try manually selecting the Lyca Mobile network from your phone's settings.
- **SIM Card Check:** Inspect your SIM card for any damage. A faulty SIM can cause connectivity problems.
- **Network Coverage:** Verify that you are in an area with adequate network coverage.
- **Contact Customer Support:** If the issue persists, reach out to Lyca Mobile's customer support for further assistance.

By following these steps, you can troubleshoot and hopefully resolve your network connectivity issues.



How can I activate my roaming add-on package?

- Visit <https://www.lycamobile.co.uk/en/roaming/>
- Select the country you are currently traveling or travelling to
- Pick your add-on plan and follow the checkout process
- Once purchased successfully, you will receive a confirmation email or SMS
- Once that is received, your roaming add-ons will be activated automatically

What if I cannot find my travelling country add-ons?

Countries that are not listed in the [roaming data-add on page](#) will be charged at the standard PAYG (Pay As You Go) rates as stated in our roaming page. Ensure you have enough top up credit for mobile connectivity.

### **What happens if I reach my data allowance while roaming?**

If you exceed your data allowance while roaming with Lyca Mobile, you will typically be charged additional data roaming fees. The exact charges will depend on your specific roaming plan and the country you are visiting.

To avoid unexpected costs, it is crucial to:

- **Monitor Your Data Usage:** Keep an eye on how much data you are using.
- **Purchase Additional Data:** Many carriers offer data add-ons that you can purchase to increase your allowance.
- **Consider Using Wi-Fi:** Whenever possible, connect to Wi-Fi networks to conserve your data allowance.

Roaming charges can be significant, so it is advisable to plan your data usage accordingly.

How can I find out Lyca's roaming charges for a specific country?

To find out Lyca's roaming charges for a specific country, follow these steps:

- Visit <https://www.lycamobile.co.uk/en/roaming/>
- Select the roaming country.

- Check for the Zone wise charges to calls and text from the roaming country.

This will display the applicable roaming charges to UK and countries in the respective zones.

What about using my phone on a plane or ship with Lyca?

Using internet on your phone while on a plane or ship with Lyca may incur additional charges as these services are typically provided by satellite networks. Check for specific rates and availability before using these services.

What happens if I run out of data while roaming?

If you run out of data while roaming, you can purchase additional data add-ons through the Lyca Mobile app or website to continue using the internet.

What happens when my roaming add-on runs out?

When your roaming add-on runs out, you can purchase additional data through the Lyca Mobile app or website to continue using the internet. This allows you to stay connected while travelling, ensuring uninterrupted access to online services and communication. Without an active roaming bundle, you'll be charged pay-as-you-go rates for calls, texts, and data usage while roaming.

Need a quick answer about roaming? Where can I get help

All your answers about roaming are available here. If you need additional details, you can reach out to our [customer service](#) team for assistance.

How can I control my mobile phone bill when roaming abroad with Lycamobile?

Lycamobile's Roaming Spend Cap helps you control out-of-plan charges while roaming, preventing unexpected bills. This feature allows you to manage your roaming expenses or disable roaming entirely.

Any roaming spend cap you set will be in effect while you're abroad. If you set your spend cap to £0, roaming will be disabled. We recommend reviewing your limit before you travel. You can add, change, or remove your spending limit anytime for free by dialling \*315#.

## **SIM only deals FAQs**

What is a SIM only deal?

A SIM-only deal is a fantastic way to cut down your mobile bill without needing a new phone. You simply get a new SIM card with a great deal on calls, texts, and data.

How do Lyca Mobile plans work?

With each one of these plans, you receive a Lyca SIM card (either eSIM or physical SIM) that includes a bundle of data, minutes, and texts. Just activate it and start using.

Can I keep my number?

Yes, you can bring your number when switching to a Lyca Mobile SIM-only plan. This process involves getting a PAC (Porting Authorisation Code) from your current network, buying a Lyca Mobile SIM, and filling out this [port-in form](#). Once that is done, we will assist you in transferring your number seamlessly.

What about value? Are they cheaper than traditional plans?

Absolutely! Lyca Mobile is all about offering you more value for money. [Our SIM only deals](#) provide unlimited national minutes, texts, and data as per your need without the hefty price tag. On top of that, you get the flexibility to change plans, and don't require you to purchase a new phone. It is a great choice if you are looking to save on your mobile expenses.

Which Lyca Mobile plan is best for me?

It depends on your usage. For instance, you can be a heavy data user or mostly use calls/texts to communicate. LycaMobile offers a variety of plans to suit different data, call, and text requirements. Check out our plans to find the one that aligns with your usage and budget.

Are these plans on a contract?

No, not all of these plans are on a contract. Lyca Mobile offers Pay As You Go, monthly rolling and fixed term SIM-only contracts. Choose the one that best fits your lifestyle and needs better.

How do I switch to Lyca Mobile?

Switching to a Lyca Mobile plan is straightforward. You can buy any SIM only plan listed above to switch to Lyca Mobile. If you wish to transfer your old number, get PAC from your current network provider, order your Lyca Mobile SIM online, [transfer your number](#), and activate your new plan in a few simple steps.

If you need any help with porting out of Lyca Mobile, get in touch with our [customer support](#).

What is the most affordable plan you have?

Our most affordable SIM-only plan starts from less than [£5 a month!](#) Perfect for light users or as a backup SIM, it gives you great value on calls, texts, and data.

Do SIM only plans include international calls?

Many of our plans include free international minutes to more than [100 countries](#), so you can stay in touch with loved ones abroad without extra charges.

How do I cancel my Lyca Mobile plan?

You can cancel your monthly rolling plan anytime without penalties. For plans with fixed-term contracts, check our terms for any applicable cancellation fees.

If you have a Pay As You Go plan, stop topping up to cancel a plan. When your credit runs out, your SIM will become inactive. You can also upgrade to a more suitable plan to cancel an existing plan.

For any additional questions or support, feel free to reach out to our customer service.

Is it possible to upgrade my plan?

Absolutely! You can upgrade your current Lyca Mobile plan at any time to get more data, minutes, or texts as your needs change.

Do Lyca Mobile SIM only plans offer EU roaming?

Yes, all our SIM only plans include free EU roaming. This allows you to use your UK allowance of calls, texts, and data across the EU at no extra cost.

What should I do if I lose my SIM card?

If you lose your SIM card, contact our customer service to block your old SIM to prevent misuse. We will send you a replacement SIM as soon as you get in touch with us to keep you connected. You can also visit one of our stores to get a new SIM card once your lost SIM is blocked.

Can I use my Lyca Mobile SIM with any phone?

Yes, you can use your Lyca Mobile SIM on most unlocked phones. Just ensure your phone is unlocked (not tied to a specific network) and that the SIM card size is compatible. You might need to opt for [eSIM](#) or get an adapter if the SIM doesn't fit.

How much data is included with my Lyca Mobile plan?

The amount of data varies depending on the plan you choose. We offer a range of data options with our plans, from 1GB to unlimited data. If you are looking to maximize return on investment, start with [50GB data pack](#) and adjust to a suitable plan in subsequent months.

What is the best SIM only plan for data?

If you're a heavy data user, we have multiple data plans to match your usage. For instance, our [unlimited data plan](#) provides you with endless browsing, streaming, and downloading while others come with considerable 5G data allowances. Consider your monthly data usage, budget, and any extra perks you might want, like unlimited calls or SMS, to find the best plan for you.

## **Refer a friend**

How does Lyca Refer a Friend work?

1. Sign-up with your email address
2. Choose how you'd like to share the offer with your friends: Email, Whatsapp, Facebook, X or QR Code
3. If they place an order with us, you will earn up to £50 cash straight to your bank account, and your friend gets 50% discount on their new connection for the first 3 months

How much money can I earn?

For each successful referral, you can earn up to £50, with no limit on the number of friends or family you can recommend

How and when will I receive our cash reward?

You will become eligible for the reward payout as soon as the successful referral conditions are met. Our partner, Aklamio, will notify you once the rewards are confirmed, and you can transfer your earnings to your bank account anytime from your referral account.

How can I see how many friends I've referred and how many rewards I have earned?

Tracking your referrals is simple! After signing up, you'll receive a unique link to share with your friends. You can easily monitor the status of your referrals through your account with Lyca Mobile's referral partner, Aklamio.

How will I know if my referral clicked and made a purchase via my unique link?

Our partner Aklamio will notify you via your registered email when any of your referrals click your unique link and make a successful purchase.

What if my friend cancels their plan before the third month purchase or renewal?

Our plans offer exceptional value with complete flexibility, ensuring your friend will love staying with us. However, if they choose to cancel their plan before their third purchase or renewal, the referral will no longer qualify for a reward.

Why has my reward not been paid yet?

The reward qualification time is 90 days. This qualification period starts from the day they activate the new SIM card, which means they must insert the SIM card into a mobile device and start using it for a consecutive 3 months. If your referral does not make two consecutive payments within 90 days of activation, the transaction will not qualify for a reward.

My referral purchased multiple SIMs. Do I earn money for all of them?

If your friend uses your unique referral link to make more than one purchase and meet all the eligibility criteria as stated here, they will be counted as separate referrals.

What if my referral buys a free SIM and then makes a purchase later?

If your friend does not make a purchase from the SIM-only plans listed here along with their free SIM, your referral would not meet the eligibility criteria of a successful referral.

Will my referral count as successful if my friend purchases a different plan than listed here?

Our referral programme is valid only when you refer a friend to buy one of the 'Pay as you go' plans listed here.

If my friend downgrades their plan, will it affect my earnings?

If they made a purchase of a 'Pay As You Go' plan and decided to downgrade their plan prior to renewal, then the reward will be based on the most recent plan. E.g. Referral made a purchase of a £15 plan and prior to renewal, downgrades to the £10 SIM-only plan - then the reward will be based on the £10 SIM-only plan.

Need some extra help ?

Log into your account to access the help centre or submit your request to the following [customer-service@aklamio.com](mailto:customer-service@aklamio.com) Lyca Mobile's referral scheme is operated by our partner Aklamio and your support request will go through them, but don't worry as we work closely with the support team.