CUSTOMER CARE GUIDELINES

TELUS CANADIAN TRAVEL SIM CARD
(PREPAID) DATA, VOICE & TEXT

How to Contact Cara Comm Customer Care?
For Customer Support (WhatsApp (868) 702-7795)
- Sales & Technical Support: Daily: 9:00 am to 5:00 pm
- Email: customercare@caracommunications.net

Basic Troubleshooting Steps
To resolve common issues, please follow these steps:
- Ensure the correct SIM card is inserted in the designated slot for dual SIM users.
- Restart your device.
- Make sure your mobile data is turned on.
- Check and set your APN settings as follows:
  - Name: Telus SP
  - APN: sp.telus.com or isp.telus.com
- Manually search for the recommended network for the country you are in. Which is Telus.
- If you are connected to a network but still experience data issues or receive a "NO SIM" message despite seeing LTE, contact Cara Comm Customer Care immediately for further assistance.

WhatsApp Number Retention
Your WhatsApp number remains unchanged as it is registered to your device, not your SIM card. iPhone users should select "keep my number the same" to retain their local WhatsApp number.

Prepaid Plan Validity
Your Telus card remains valid for 30 days from the date of activation.

Top-Up and Plan Addition
You can top up your prepaid card. Contact the Cara Comm Team at least 4 days before your plan expires to apply the top-up. Top-ups cannot be applied once the plan has ended.

Call Accessibility
You can make free and unlimited calls to any Canadian and USA numbers. International calls outside Canada and USA are not supported. We encourage the use of WhatsApp calling.

International Usage
This SIM card is intended for use within Canada only.

Refund Policy
Refunds will be acknowledged ONLY for manufacturer's defects / faulty sims. To honor refunds, the card must be returned to Cara Communications Ltd for testing.

We wish you a safe and enjoyable trip!
#CONNECTWITHCARA