Frequently Asked Questions: Tele2 Phone Plan

Upon arrival, you receive a green Tele2 SIM card. You may begin using this plan immediately upon insertion of the SIM card into your phone.

Avoid Overage Fees

To avoid overage fees, DIS does not recommend calling the U.S. or other non-EU countries using the standard calling method. If you would like to call outside the EU, remember to call using data/WiFi. Most students call home using SKYPE or WhatsApp instead. As you have 7 GB of data per month and wifi is at every housing location, it should not be difficult to call home using data/wifi.

If you do call outside the EU using the actual plan (i.e. you actually dial a phone number via the 'phone' app) you are responsible for paying the overage rates (payable online with Visa/Mastercard). If you reach an overdraft of 500 SEK, all calls will be shut down. However, you can call Tele2 to get extra credit, which is invoiced to DIS. The charges are then sent to you.

If You Are Out of Data

Purchase extra data with your credit card at http://merdata.tele2.se/.

To get the Tele 2 phone number, email studentaffairs@disstockholm.se

How can I find out how much data I have left?

Send a text with "DATA" to **72661** and get info on how much data you have left to use.

How can I pay my balance at the end of the semester?

The DIS finance department will reach out to you with more information on that during the spring, and inform you in detail on how to pay the balance.

I need technical support, whom do I call?

If you have technical questions, call Tele2 Support: +46 (0)200-226226

I lost my SIM Card, what do I do?

If you lose you SIM Card, contact the Housing and Student Affairs office on studentaffairs@disstockholm.se. We then order a new SIM card for you, which can take up to seven business days.

If you have questions, contact studentaffairs@disstockholm.se.