

Lebara FAQ for students

How to set it up?

Put the simcard in an unlocked phone and follow the instructions, on the website. You will get a text with an 8 digit verification code, that you need to enter when you register your account. You will also receive a text with a pin i.e. 1234. Make sure to keep these text messages. You may need to turn your phone off and then back on, for the simcard to work.

How to change a simcard

If you have doubts about how to change your simcard, we recommend that you try YouTube, as there are many examples of how step by step guides on how to remove a simcard. If you have an [iPhone](#), [perhaps you find this guide helpful](#).

Unlocked phone

Are you unsure if your [phone is unlocked](#), [perhaps this guide will help you](#).

Prepaid packages

Lebara has a number of prepaid packages available on their website. [To sign up for a prepaid package just visit Lebara's website](#) and choose a package that fits your needs.

How does the plan work?

Once the plan is purchased, the simcard will work immediately. You need an unlocked phone in order for the simcard to work.

What is Auto Top Up?

Auto Top Up is where Lebara automatically renews your plan every 30 days OR when you have spent the total amount of data or calls. You need to activate Auto Top Up for the plan to work abroad.

Is everything included?

No! MMS messages are not included in the package, [go to Lebara's website for current prices](#). The text messages included in the package are only for Danish numbers. If you text non-Danish numbers you will be charged a fee.

How do I pay for extra services?

[Login to Mylebara account and add money to your account](#), then you will be able to send MMS and texts to non-Danish numbers.

How does the phone work abroad?

If you activate Auto Top Up, then your plan will work in EU. You will be able to call and text Danish numbers for free. You will be able to make calls to the countries included in the plan, while you are in EU. For an [updated list of countries included, see Lebara's website](#).

I lost my simcard, how do I replace it?

Go to your MyLebara profile, under SIM settings, choose a reason for SIM replacement and then follow the steps required.

My phone was stolen, how do I replace my simcard?

Go to your MyLebara profile, under SIM settings, choose "My phone was been stolen" and then follow the steps required.

How do I get in contact with Lebara customer service?

There are many ways to [contact Lebara Customer Service, it includes Facebook, chat, phone, and email](#).

Their opening hours are 9.00-17.00 Monday – Friday, the chat is open from 9.00-16.30. Their phone number is 5010 1010