

Frequently Asked Questions:

Tele2 Phone Plan

Upon arrival, you receive a dark blue Tele2 SIM card. You may begin using this plan immediately upon insertion of the SIM card into your phone. If you have signed up for an E-sim, you receive instructions on how to activate it via email.

My SIM Card Doesn't work, what should I do?

You may have a locked phone by your home carrier. This means you will need to contact your US carrier to have them unlock your phone. If you are unsure if your device is locked, please try your SIM card in a phone that is unlocked or stop by the Student Hub so we can help you test this.

You may need to turn on roaming when you are in another country.

If you still have issues, please email studenthub@disstockholm.se.

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 WhatsApp or Messenger instead. As you have 100 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.

How can I add more data?

You have 100GB of data per month. Data cannot be added but will restart each month.

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 about how to pay your balance after the program has ended.

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 your SIM Card, contact the DIS Student Hub at studenthub@disstockholm.se. We then order a new SIM card for you, which can take up to seven business days.

If you have questions, contact studenthub@disstockholm.se