enterprise connect
A division of Enterprise Networks

Help and Troubleshooting Guide

Quick fixes and answers to everyday questions | Version 3 | 28 October 2026

Start here: please work through this guide before you contact us

Most problems can be fixed in a few minutes. Find your problem below, starting with the quick fixes in section 2, and follow the steps in order.

Only contact us if you have tried the steps for your problem and it is still not working. Tell us what you tried, so we can help you faster.

The key points to remember and our contact details are at the end of this guide.

1. Setting up your new SIM

We complete RICA and activation for you, so your SIM is ready to use when it arrives. Follow these steps the first time you use it:

1. **Switch your phone off** before you insert the SIM.
2. **Insert the SIM** the right way round in the SIM tray. Use the correct size: never cut or force a SIM.
3. **Switch your phone on** and wait a few minutes for it to find the network.
4. **Set network selection to Automatic** in your phone's mobile network settings.
5. **Switch mobile data on.** On a dual-SIM phone, choose your Enterprise Connect SIM for mobile data (and for calls, if you are on Flexi Talk).
6. **Check the APN is "internet"** in your mobile network or access point settings. Most phones set this automatically.
7. **Set a SIM PIN** to protect your SIM if it is lost or stolen.
8. **Test it:** open a webpage, and on Flexi Talk make a test call.

Problem	What to try first	Still not working?
"SIM not provisioned" or "SIM not activated"	Restart your phone. A new SIM can take a short while to activate after delivery.	Contact us if it still shows after a restart. We check the activation for you.
The SIM does not fit your phone	Check whether your phone takes a nano, micro or standard SIM. Never cut or force a SIM.	Contact us and we help you get the right size.
Signal, but no internet on first use	Check mobile data is on, the right SIM is selected for data and the APN is "internet". Restart.	Contact us if it still will not connect.
Setting up in a MiFi router	Insert the SIM with the router switched off, then set the APN to "internet" in the router's settings. Check the router is unlocked for South African networks.	Contact us if the SIM works in a phone but not in your router.

2. Quick fixes to try first

If something stops working after setup, try these steps in order and check after each one. They fix most problems.

1. **Restart your phone.** Switch it off completely, wait 30 seconds and switch it on.
2. **Toggle Airplane Mode.** Switch it on for 15 to 30 seconds, then off.
3. **Check mobile data is on** and the right SIM is selected on a dual-SIM phone.
4. **Set network selection to Automatic.**

5. **Reseat the SIM.** Switch the phone off, take the SIM out, check it is clean and undamaged, put it back the right way and switch on.
6. **Check your account and data:** your anytime data may have run out (section 6), or your SIM may be suspended for a missed payment (section 9).
7. **Try another place.** Move outdoors or to another room to rule out weak indoor signal.
8. **Test the SIM in another phone** if you can. If it works there, the problem is likely your phone (section 3).

Still not working? Go to the section for your problem below and follow every step.

3. Your SIM card and phone

Problem	What to try first	Still not working?
"No SIM" or "Insert SIM"	Switch off, reseat the SIM, check the tray and that the SIM is the right way round. Try another SIM in your phone, or your SIM in another phone.	Contact us if your SIM is not detected in any phone.
Damaged or faulty SIM	Check the SIM is seated properly and the tray is not damaged, and test it in another phone.	Contact us if the fault follows the SIM. We replace a faulty SIM and deliver it free.
The SIM works in another phone but not yours	Your phone may be locked to another network, need a software update, or have a faulty SIM reader. Check with the phone's supplier about unlocking.	Contact the phone's supplier. Your SIM is working.
Other SIMs also fail in your phone	The problem is with the phone: restart it, update its software, reset network settings (this removes saved Wi-Fi passwords), or have it checked.	Contact the phone's supplier or a repair shop.
SIM not detected after a phone software update	Restart, check for further updates and reseat the SIM.	Contact us if it is still not detected.
SIM PIN entered wrongly	Stop guessing. After 3 wrong PINs your SIM asks for a PUK code, and 10 wrong PUK attempts permanently block the SIM.	Contact us for your PUK code. We confirm your identity first. A permanently blocked SIM is replaced (R99 delivery).

4. Signal and network

What you see	What to try first	Still not working?
"No service" or "Emergency calls only"	Toggle Airplane Mode, restart, set network selection to Automatic, and move to a better spot.	Contact us if it continues in more than one place or in another phone. We check your SIM is active and log a fault with the network if needed.
Weak or dropping signal	Move outdoors or nearer a window, remove a metal case, and compare with another phone nearby.	Contact us if the problem is in your normal area every day. We log a coverage fault and keep you updated.
Signal shows but nothing works	Check whether your SIM is suspended (section 9) and whether your data has run out (section 5).	Contact us if your account is paid up and your data is available.
No 4G or 5G	Set your network mode to the highest your phone supports (for example 4G/5G auto). A 4G or 5G phone does not guarantee 4G or 5G in every area.	Contact us if you used to get 4G where you are and it has stopped for more than a day.

5. Mobile data and internet

Problem	What to try first	Still not working?
Signal, but no internet	Check mobile data is on, the right SIM is selected for data, and you still have anytime data. Switch Wi-Fi off to test mobile data on its own. Restart.	Contact us if you have data left and it still will not connect.

Problem	What to try first	Still not working?
Internet will not load at all	Check the APN is "internet". Switch off any VPN and data-saver apps and test a basic webpage.	Contact us if the APN is correct and it still will not load.
Data is very slow	Check signal strength, try another location or time of day, close background downloads, and check how many devices share your hotspot.	Contact us if it is slow everywhere for more than a day. We check for network problems in your area.
Data keeps disconnecting	Restart, reseat the SIM, keep the device cool and on a stable power supply (for routers).	Contact us if it continues after these steps.
Data stopped completely	Your anytime data may be used up. When it runs out, it stops, and nothing extra is charged. Night data (00:00 to 05:00) on Flexi Data still works.	Ask us for a top-up, or to upgrade from next month.
Data used faster than expected	Check your phone's data usage settings for apps using data in the background, automatic updates, cloud backups and video streaming. Use Wi-Fi or night data for big downloads.	Ask us for your usage, or for a package that fits your needs.
Hotspot or MiFi router not working	Test the internet on the phone or router itself first. Check hotspot settings, that your data has not run out and that the APN is "internet".	Contact us if the SIM works in a phone but not in your router.

6. Calls and SMS

Problem	What to try first	Still not working?
Cannot make calls	Check you are on a Flexi Talk package (Flexi Data is data only), and whether you have reached the 3,000-minute fair-use limit this month (outgoing calls stop until the 1st). Restart, check signal, and dial the full number including the area or mobile code.	Contact us if you are on Flexi Talk and calls to normal South African numbers fail.
Cannot receive calls	Check call forwarding is off and Do Not Disturb is not on. Ask someone else to try calling you.	Contact us if no one can get through.
Calls drop or have no sound	Check signal, Bluetooth headsets and mute. Switch VoLTE (4G calling) off and on in your settings.	Contact us if it happens on every call.
Your number shows as "Private"	Switch off "Hide my number" (caller ID) in your phone's call settings.	Contact us if it still shows as private.
Cannot send or receive SMS	Restart, check your message storage is not full, and send a test SMS to another number.	Contact us if ordinary SMS does not work at all.
Bank or app OTPs do not arrive	First check that ordinary SMS works. If it does, the problem is usually with the bank or app: check the number they have on record for you, and contact them.	Contact us only if no SMS arrives from anyone.

7. Not a fault: switched off by design

To keep your monthly bill fixed, some services are switched off on every SIM. If one of these does not work, your SIM is working as it should, and there is no need to contact us.

What does not work	Why
Using your SIM outside South Africa (roaming)	Your SIM is for use in South Africa only. Roaming is switched off.
Calls to international numbers	International calls are switched off.
Premium-rated SMS and numbers (competitions, votes, 090x numbers)	Switched off so they can never add to your bill.
Subscriptions charged to your number, and paying for apps or games with airtime	Switched off. You can still pay apps directly with your own bank card.
Airtime transfers and airtime or data advances	Switched off.

What does not work	Why
Using data after your anytime data runs out	Out-of-bundle data is switched off, so you are never charged extra. Ask us for a top-up instead.
Buying airtime or bundles in shops or apps for this SIM	Your SIM is on our account. Top-ups come from us and are added to your next debit order.

8. Your account and payments

Question	Answer
What does my debit order include?	Your monthly package price plus the R30 service fee, and any top-up you asked for during the month.
When is my debit order?	On the date we set from your bank statements and confirmed with you. We remind you at least 3 business days before each one.
My SIM is suspended	This usually means a debit order was not paid. We message you the same day a debit order fails, with a secure payment link, and the R50 returned debit order fee applies. If it is still unpaid on day 3, your SIM is suspended. Pay in full before day 7 and we reconnect you within one business day, with no reconnection fee. If it is still unpaid on day 7, your deposit is applied and your agreement is cancelled.
I paid but I'm still suspended	Send us your proof of payment reference. Once the payment shows, we reconnect you within one business day.
I changed banks or need to update my debit order	Contact us and we send you a secure link to set up a new DebiCheck mandate. Never send bank or card details in a chat.
I need more data this month	Ask us for a top-up online or on WhatsApp. We confirm the price, load it and add it to your next debit order.
I want a bigger package	Ask us at any time. The upgrade takes effect from the start of the following month.
My term is ending	We remind you before it ends. If you do nothing, your package continues at the same price until you give 30 days' notice in writing.
I want to cancel	Give us 30 days' notice in writing, by email or through our website (not by WhatsApp). See our Cancellation Policy.

9. Lost or stolen SIM, and SIM-swap fraud

Act straight away. These are the only problems where you should contact us immediately, without working through the rest of this guide.

1. **Contact us straight away.** We bar your SIM within 30 minutes of your report during support hours.
2. If your phone was stolen, report it to the police and keep the case number. We can ask the network to block the phone as well.
3. We confirm your identity, then arrange delivery of a replacement SIM with the same number and package. Delivery costs R99.
4. When your new SIM arrives, follow the setup steps in section 1.

Possible SIM-swap fraud: if your phone suddenly loses signal and SMS for no clear reason, or you get a message about a SIM swap or number port you did not ask for, contact us immediately. Criminals use SIM swaps to receive your bank OTPs.

10. Key points to remember

Your SIM is on our account

- Only we can swap, RICA, unblock or replace your SIM, or give you a PUK code. The network operator's stores and call centre cannot help with this SIM.
- Do not buy airtime, bundles or top-ups for this SIM anywhere else. Top-ups come from us and are added to your next debit order.
- Do not lend, sell or give your SIM to anyone else: you are its registered (RICA) user.

No network guarantee

- Your SIM runs on a leading national mobile network. Coverage, speed and availability depend on where you are, the building, your device and the network, and can be affected by outages, maintenance and load-shedding.
- We do not guarantee network coverage, speed or uninterrupted service. Outages, slow speeds and poor coverage are not a reason to cancel without notice or charge, to stop paying or to get a refund.
- The only exception is a total loss of service: no calls, SMS or data at all for 7 days in a row, confirmed by the network operator. You may then cancel on 30 days' written notice with no cancellation charge.

Your data and calls

- Your full bundle renews on your debit order date. Unused data and minutes do not carry over.
- Flexi Data night data works from 00:00 to 05:00 only, and only until it is used up.
- Unlimited calls on Flexi Talk cover normal personal calls to South African numbers, under a fair-use limit of 3,000 minutes a month. The limit resets on the 1st of each month; if you reach it, outgoing calls stop until then, unless you ask us for a voice top-up.
- For use in South Africa only. Your SIM works only on the network inside the borders of the Republic of South Africa.

Your bill

- Your bill is fixed: you are never charged for data after your bundle runs out, or for the services switched off in section 7. If such a charge ever reaches your account, you do not pay it: tell us and we refund it.
- Fees: R30 service fee with each monthly debit order; R50 if a debit order is returned or unpaid; R99 delivery for a replacement SIM (free if the SIM was faulty or we made a mistake).

Keep safe

- Keep your phone locked and set a SIM PIN.
- We will never ask for your PIN, PUK, a one-time PIN (OTP), your banking password or your card details in a chat. We only take payments through our secure payment link.
- Tell us if your address, contact details or bank details change.

11. Still need help? Contact us

Please only contact us once you have tried the quick fixes in section 2 and the steps for your problem. Sending these details in your first message helps us fix it faster:

1. Your Enterprise Connect mobile number.
2. What is not working: data, calls or SMS.
3. Exactly what your phone shows, for example "No SIM", "No service" or "SIM not provisioned". A screenshot is ideal.
4. When it started, and whether anything changed just before (a new phone, a software update, a dropped phone).
5. Where you are (suburb or area), and whether it happens indoors only or everywhere.
6. Which steps from this guide you have already tried.
7. Your phone or router make and model.

What we do and how quickly

What happens	Our standard
First reply to your message	Within 2 business hours
A fault we log with the network	We give you a reference number and update you at least every 24 hours until it is fixed
Lost or stolen SIM barred	Within 30 minutes of your report, during support hours
Replacement SIM delivered	Same or next business day after we confirm your identity

Contact Enterprise Connect

WhatsApp: 082 920 2402 (faults, questions, top-ups, upgrades, lost or stolen SIMs)
Email: info@enxconnect.co.za (cancellation notices, complaints and anything you want in writing)
Website: www.enxconnect.co.za (applications, our Terms and Conditions, FAQs and Cancellation Policy)
Support hours: Monday to Friday, 08:00 to 17:00, excluding South African public holidays
Cancellations must be in writing, by email or through our website, not by WhatsApp.