

NEED HELP?

● MESSAGE US

+31 (0)418 51 60 28

Prefer to call or email?

Call the same number or email info@horse-watch.nl
www.horse-watch.nl



Prepaid portal

Check & top up your balance



Online help

Answers to the most common questions

ABOUT YOUR SIM

ALWAYS ONLINE IN EUROPE

Your Horse Watch SIM uses the fast **KPN** network across the entire EU. Out of balance? Top up online in minutes — you'll be watching live again within ~5 minutes.



PREPAID PORTAL · EN

PREPAID DATA SIM CARD

Always connected — top up with ease.

AN EYE ON YOUR HORSE

01

TOP UP

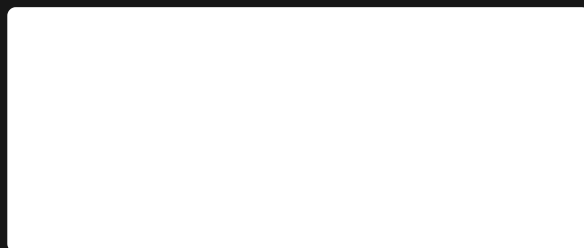
TOP UP YOUR BALANCE

- 1 Go to **prepaid.horse-watch.nl** and log in with the details on the sticker.
- 2 Check your balance, click **Refill**, choose an amount and pay.
- 3 Within ~5 min you're back online. You'll get an automatic email when your balance is nearly empty.

Were you offline? Quick restart

After topping up, switch the right device off and on once: for a **router** the router, for a **camera with SIM** the camera.

YOUR LOGIN DETAILS



Lost them? Find them in your account on horse-watch.nl

02

SUBSCRIPTION

NEVER TOP UP AGAIN

Rather not deal with topping up? A monthly subscription lets you watch **unlimited*** — no more manual top-ups. Cancel monthly.

Unlimited · Netherlands
Home NL

from €9,95/mo

Unlimited · all of Europe
Competition, EU Home & more

from €12,95/mo

*Unlimited under normal, average use (fair use). Also separate plans for the foaling season (Birth) and extra data (Intensive).



Prepaid or subscription?

Switch your card yourself — scan or go to tools.horse-watch.nl/abonnement.

03

COVERAGE

WHERE IT WORKS

Your SIM works via KPN roaming across Europe and beyond:

Netherlands · Austria · Belgium · Bulgaria · Croatia · Cyprus · Czech Republic · Denmark · Estonia · Finland · France · French Polynesia · Germany · Greece · Hungary · Iceland · Ireland · Italy · Latvia · Liechtenstein · Lithuania · Luxembourg · Malta · Norway · Poland · Portugal · Réunion · Romania · Slovakia · Slovenia · Spain · Sweden · Switzerland · United Kingdom

+ Including the United States and Canada.

Even further afield?

Ask about our **Global** SIMs — with coverage in e.g. Japan and Australia.