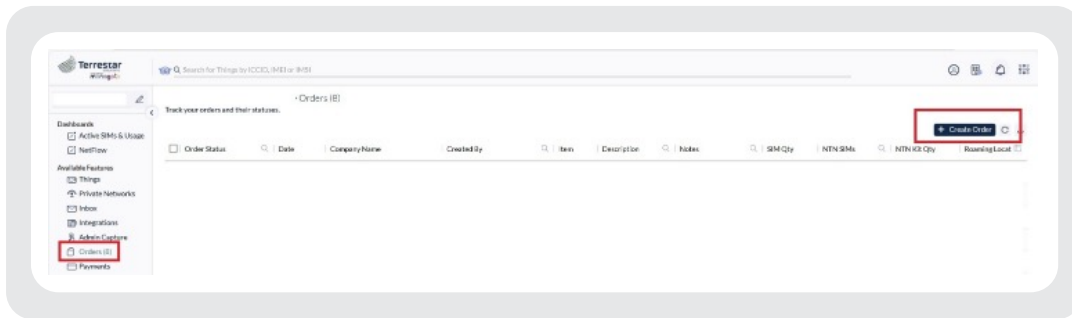


Getting started: Creating a new order

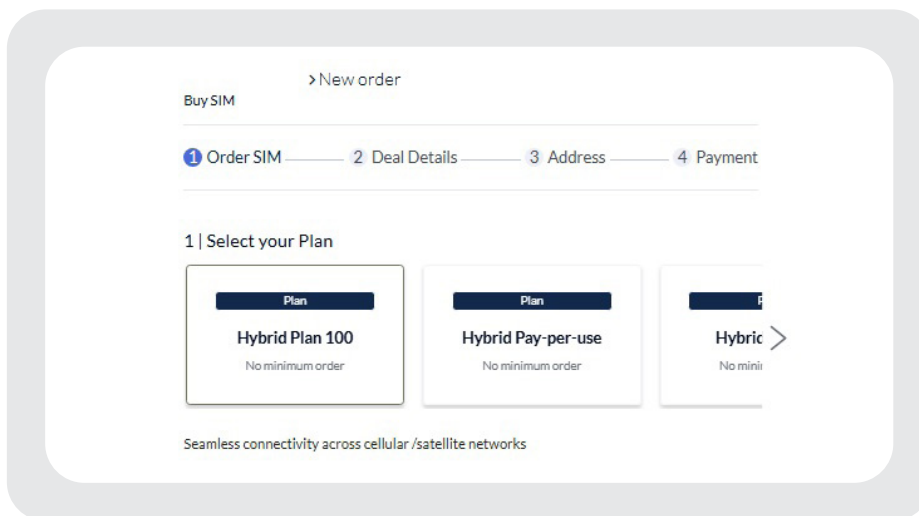
New orders can be generated via the order form.

A user with an **Admin** profile can access the order form via the order page by clicking the **+ Create order** button.



⋮ To create an order, simply complete the following:

1. Select your plan.



Getting started: Creating a new order

2. Select the SIM type.
3. Insert the required number of SIMs and click [Next](#)

Seamless connectivity across cellular /satellite networks

2 | SIMs Type

- ☒ Regular 3-in-1 SIM (2FF, 3FF, 4FF) for \$1.50
[View technical document](#)
- ☐ Embedded SIM (MFF2) for \$2.00
[View technical document](#)
- ☐ eSIM QR code for \$1.00
[View technical document](#)

3 | Items Quantity

How many SIMs
5 = \$ 7.50
/ SIM excluding shipping

[Contact sales](#)

4 | Monthly fees

- Subscription fee note - \$40.00

[Back](#) [Next](#)

If you need any assistance with your order, you can contact our team via the **Contact sales** link in the order form.

4. Next, you'll have access to an order summary page and its associated costs. Click [Next](#)
5. Insert the shipping details, including the company billing address, if it's different from the shipping address. Click [Next](#)

Buy SIM > New order

1 Order SIM — 2 Deal Details — 3 Address — 4 Payment

Shipping information

Company name* Redprint/Department

Country* Canada

Notes

Search address

Address 1

State / Region* City* Zip code*

Email* Phone*

☒ Use the same address for billing

[Back](#) [Next](#)


Getting started: Creating a new order

- Review the order summary and enter your credit card number (if this info does not already exist).

BuySIM > New order

1 Order SIM — 2 Deal Details — 3 Address — 4 Payment

Order Summary

	Regular SIM Pay as you go \$40.00 per active SIM	5 SIMs \$ 7.50	Shipping \$ 25.00	Est. Tax \$ 4.87	Total \$ 37.37
---	--	-------------------	----------------------	---------------------	-------------------


Company details

Shipping details

Coupon Code Redeem

Secured Payment + Add Card

Payment Method


 Default ☒

- Confirm that you have reviewed the order and click the  button.

Review your order

☒ I acknowledge that I have reviewed the order quantities, billing and shipping address.

☒ I accept the terms and conditions of this order and give Terrestar Solutions the right to charge me for purchased services in accordance of the order terms.

Back  Place Order \$ 37.37

- When moving to the order page, you'll notice that the order creation is still in process. Wait a few moments and you'll see the order status change to the **Awaiting Fulfillment**.

Orders (9)

Track your orders and their statuses.

Order Status	Date	Company Name	Created By	Item	Description	Notes	SIM Qty	NTN SIMs	NTN Klt Qty	Roaming Loc
Awaiting Payment	19 Aug 25			SIM	Regular		1	true	0	Global

Orders (9)

Track your orders and their statuses.

Order Status	Date	Company Name	Created By	Item	Description	Notes	SIM Qty	NTN SIMs	NTN Klt Qty	Roaming Loc
Awaiting Fulfillment	19 Aug 25			SIM	Regular		1	true	0	Global

Getting started: Creating a new order

9. Once the order has been confirmed, you'll receive an order confirmation email.

Hello John,

We are pleased to confirm that your order has been received and is currently being processed.

Here are the details of your order:

Order ID: 6941b1369e9d106b5dbc10d7

Invoice: [TSI-0333](#)

Date: 16-12-2025

Regular SIM: 1

Plan: Hybrid Plan 10

SIM Fee: \$1.50

Shipping Fee: \$25

Total Amount: \$30.47

Shipping Address:

Email:

Phone:

If you have any questions or need further assistance, please feel free to contact our support team at: service@iot.terrestarsolutions.ca. We're here to help!

Thank you for your order.

The Terrestar Solutions Team

10. When the order is ready for shipping, your order status will change to **Shipping in Progress**.



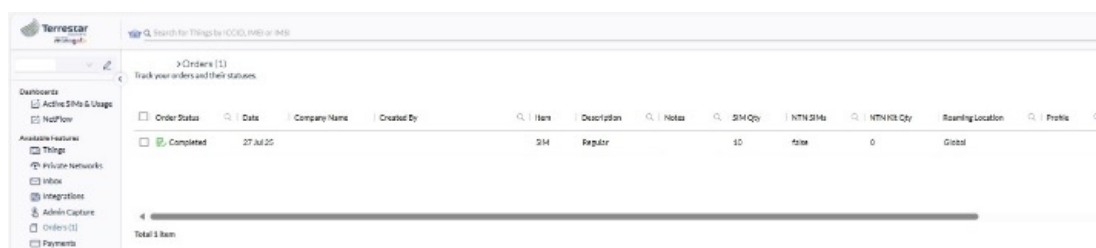
Orders (17)

Track your orders and their statuses.

Order Status	Date	Company Name	Created By	Name	Description	Notes	SIM Qty	NTH SIMs	NTH KB Qty
Shipping in Progress	19 Aug 25			SIM	Regular		1	true	0

11. Next, you'll receive an email from our team with the shipping information **Tracking number**.

12. When the last status of the order has been completed and your delivery has shipped, your SIM cards will be visible on the **Things** page.



Terrestar

Search for Things by ICCID, IMEI or MNO

> Orders (1)

Track your orders and their statuses.

Order Status	Date	Company Name	Created By	Name	Description	Notes	SIM Qty	NTH SIMs	NTH KB Qty	Resending Location	Profile
Completed	27 Jul 25			SIM	Regular		10	true	0	Global	

Total 1 item

