



### **Q: What is eSIM?**

**A:** An eSIM is an embedded SIM-card that cannot be removed from devices and forms part of the circuit board.

### **Q: How does eSIM work?**

**A:** The eSIM technology enables the device, which now has the capability to be connected to a cellular network without having to insert a traditional SIM card.

This is enabled by an eSIM chip that is added to the existing electronic control unit [ECU] of the device, which contains an embedded identification [eID], like existing SIM card integrated circuit card ID [ICCID]s that identifies each unique eSIM and allows a cellular network to link it to a specific profile of a customer.

The eSIM is not in a physical packaging and has no Pin, and PUK numbers as your traditional SIM cards. The method used to enable the eSIM or download the correct customer profile will differ from device to device.

1. To utilise the Vodacom eSIM, you will need a compatible device, this will mean a customer will need to have an eSIM-enabled smartphone.
2. Prior to sourcing OR downloading a Vodacom eSIM onto a smartphone, A customer must ensure that their smartphone is on the latest software (as the eSIM menu option may not be visible on outdated smartphone software.)
- 3.

### **Q: How do you activate eSIM?**

**A:** Only via QR code initiated at a Vodacom Store. Prepaid customers will receive the QR code via a till/POS slip and a Postpaid / Hybrid customers will receive it via the default email address on the system/their account.

### **Q: Will the Vodacom eSIM work if the handset was not purchased directly from Vodacom**

**A:** Vodacom eSIM will work on smartphones that are/were sourced (bought/taken through a contract) from Vodacom or bought from another provider within the OEM approved region].

**Note!** Some devices that were sourced outside South Africa may not work with the Vodacom eSIM, this could be because of how the device is managed from the source location and could be because of regional based locks. In this case the customer will need to contact store/location where the device was received from as Vodacom is not able to. An error will be displayed on such devices if a Vodacom eSIM is not compatible.

### **Q: What customer/payment types can activate eSIM?**

**A:** Postpaid, Hybrid and Prepaid / Consumer and Business customers



## eSIM FAQ's

**Q: Is there a monthly subscription for eSIM?**

**A:** No there will be no monthly charges.

**Q What is the cost to obtain an eSIM?**

**A** Costs will apply per the below table:

|  | <b>SIM type</b>                | <b>Prepaid</b> | <b>Postpaid</b> |
|--|--------------------------------|----------------|-----------------|
| <b>Purchase</b>  | eSIM                           | R25            | N/A             |
|  | Plastic SIM                    | R5             | N/A             |
| <b>Activation &amp; add-on line</b>  | eSIM                           | N/A            | R106            |
|  | Plastic SIM                    | N/A            | R106            |
| <b>Sim Swap*</b><br>(Service Fee)  | eSIM                           | R25            | R63             |
|  | Plastic SIM                    | R20            | R63             |
| <b>Double SIM Swap**</b><br>This is a new use case where the user is required to swap onto a plastic SIM card prior to them swapping back onto an eSIM. This applies in a case where the user has a lost device/damaged the device that their eSIM was on prior. When initiating a double SIM swap, the subscriber will be charged a once off fee for the two SIM required cards (Plastic + eSIM). | eSIM<br>(Device not available) | R45            | R75             |
|  | Plastic SIM                    |                |                 |

**Q: How will a Prepaid customer receive their eSIM and QR info at the store?**

**A:** After purchasing a Prepaid eSIM the customer will receive two till slips. One is the cash sale slip and the other is the eSIM QR code. The eSIM QR code slip is used for a new eSIM activation or SIM swap (See details below).

**Q: What happens should the customer lose their till slip with the SIM & QR info?**

**A:** Should a customer lose their eSIM QR code slip, the eSIM will not be able to be reprinted, thus you will need to purchase another one. Please note applicable cost will apply

**Q: How would a Postpaid or Hybrid customer receive their QR code?**

1. When requesting an eSIM (for a new activation or SIM swap), the eSIM details will be sent through to your account linked email address.
2. Should you require the email address to be changed, you will need to follow an in-store change of details process.
3. For new eSIM activations and SIM swaps: If you delete or lose the email containing the eSIM QR code details, our agents (in-store/contact centre) will be able to resend the email to the linked email address.



**Q: What is the process should a Postpaid or customer delete or lose their confirmation code SMS when doing a SIM swop?**

**A:** Should a Post-paid or Hybrid customer delete or lose the confirmation code SMS, our agents (in-store/contact centre) will be able to resend the confirmation code to the linked number/email address.

**Q: Does a customer have to RICA the new eSIM**

**A:** For a new **postpaid** activation, the customer will need to complete the RICA process prior to scanning the eSIM QR code. RICA remains part of the Activation process on Siebel.

For a **prepaid** eSIM activation, RICA must be completed prior to the customer scanning the QR code to enable the eSIM.

**Q: Must the QR code be scanned before the SIM swop request has been submitted**

**A:** For a SIM swop, the customer must first wait for the sim swop to be submitted ( 2-4 hrs) , only then should the customer scan the QR code.

**Q. Why am I paying for no physical sim card?**

**A.** eSIM utilises a functionality that enables the sim details to be stored on your device without you having to purchase a physical sim card. eSIM follows a process where when specific details are delivered/pushed to your device (after scanning your eSIM QR code), the device automatically knows what to do thus connecting you to the network.

**Q. Why is the eSIM more expensive than a normal plastic sim?**

**A.** When new technology is introduced in the market, it normally has an appeal to a small group of people and as a result the technology or product demands a high price. The high price is as a result of higher production or acquisition cost thus the high price. In short, eSIM cost more to make as they are only a few providers and customer using eSIM and the price(s) will eventually drop down as more and more people start using it.

**Q. Why do I have to do a double sim swop and wait 4 hours?**

**A.** This is a new use case where the user is required to swap onto a plastic SIM card prior to them swapping back onto an eSIM. The use case applies in a case where the user has lost device/damaged the device that their eSIM was on prior. When initiating a double SIM swap, the subscriber will be charged a once off fee for the two SIM required cards (Plastic + eSIM).

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