FAQs for eSIM Provisioning and Support

1.   What is an eSIM?
An eSIM is a digital SIM that allows you to activate a tariff plan from Telkom without having to use a physical SIM. eSIMs are imbedded in devices and can't be removed as traditional SIMs.

Aliases for eSIM: embedded SIM, electronic SIM and digital SIM.

2.   What are the advantages of an eSIM?
   a)   It's easier to switch networks or temporary change to another network as eSIM enabled devices can have up to eight (8) different profiles installed.
   b)   Allows you to have more than one SIM (dual SIM) as most eSIM enabled devices will still have a physical SIM slot available.
   c)   Handset / Device features are improved with additional internal space available. This will improve water and dust resistance with devices.
   d)   Uses less physical phone space and in the foreseeable future will replace the physical SIM slot / tray.
   e)   As eSIMs are embedded in devices, users are unable to lose their SIMs and these eSIMs are more reliable than traditional / physical SIMs.

3.   What are the disadvantages of an eSIM?
   a)   Switching devices can become trickier due to eSIM profile installed on a device.
   b)   eSIM can't physically be removed as they are embedded / built-in to the devices.

4.   How does an eSIM work?
   a)   eSIM allows a customer to download a network profile with necessary network information which is normally configured on a traditional SIM.
   b)   This is done via a Remote SIM Provisioning (RSP) Platform and is managed by Telkom with Over-the-Air capability.

5.   What devices support eSIMs?
eSIM enabled devices are fairly limited for the time being with only a handful of devices are eSIM ready.

Main Telkom OEMs that support eSIM:
1.   Apple
       Apple iPhone Xs / Xr / 11 / 12 and Apple iPad (7th generation and higher).

2.   Samsung
       Samsung Galaxy Note 20, Galaxy S21 and Galaxy Z Fold2.

3.   Huawei
       Huawei Mate 40 / 40 Pro / 40 Pro+ and P40 / P40 Pro / P40 Pro+.

6.   Will Telkom support wearable devices such as watches?

No, Telkom will only support eSIM enabled handsets / smartphones and not watches and other wearables for the time being. These will be introduced at a later stage.

7.   Why can't Telkom support eSIMs for watches?

Additional services are needed in order to pair a watch / wearable device with that from the main smartphone / package.

These services include:
- An entitlement server to pair these wearable devices with smartphones.
- Single number services to enable wearables to make and receive calls from the primary / paired number.

8.   What is needed to get an eSIM provisioned?
a) eSIMs are device dependent – only devices that support eSIM can be used (devices that have an embedded SIM in the device).
b) Customer will be required to have a package from Telkom (prepaid or post-paid service) such as Telkom More or FreeMe package.
c) Customer will require a voucher / QR Code to install the eSIM profile.
d) Customer will need an active data session (existing SIM with data or at home on a Wi-Fi network) to download the profile (less than 280KBs).
e) Customer will need to follow the steps on the device to install the eSIM profile.

9.   How will customers obtain their eSIMs from Telkom?

As part of Telkom's eSIM provisioning services, Telkom customers with an eSIM enabled device will receive an eSIM Voucher pack. This voucher will be the same as the traditional SIM pack, but without a physical SIM.

Inside the eSIM voucher pack, there will be a QR code that customers will need to scan in order to install the eSIM profile.

10.   Are there any changes to Telkom's provisioning process?

No, Telkom agents will follow the same process in order to activate a mobile service for customers. The only difference is the eSIM voucher versus traditional SIM pack. Agents will need to ensure that the eSIM voucher's ICCID barcode is scanned in order to provision the mobile services.

11. How to identify an eSIM voucher?

The below is an example of an eSIM voucher. Please note that there is no physical SIM / plastic SIM holder inside the eSIM voucher. Only a QR code is included in the eSIM voucher pack.

Existing process to be followed as there are no technical changes in order to active an eSIM versus a traditional SIM. For customers wishing to receive an eSIM, Agents will need to ensure that the eSIM voucher's ICCID barcode is scanned in order to perform a SIM swop to an eSIM voucher.

13. How will customers install an eSIM profile from the eSIM voucher?
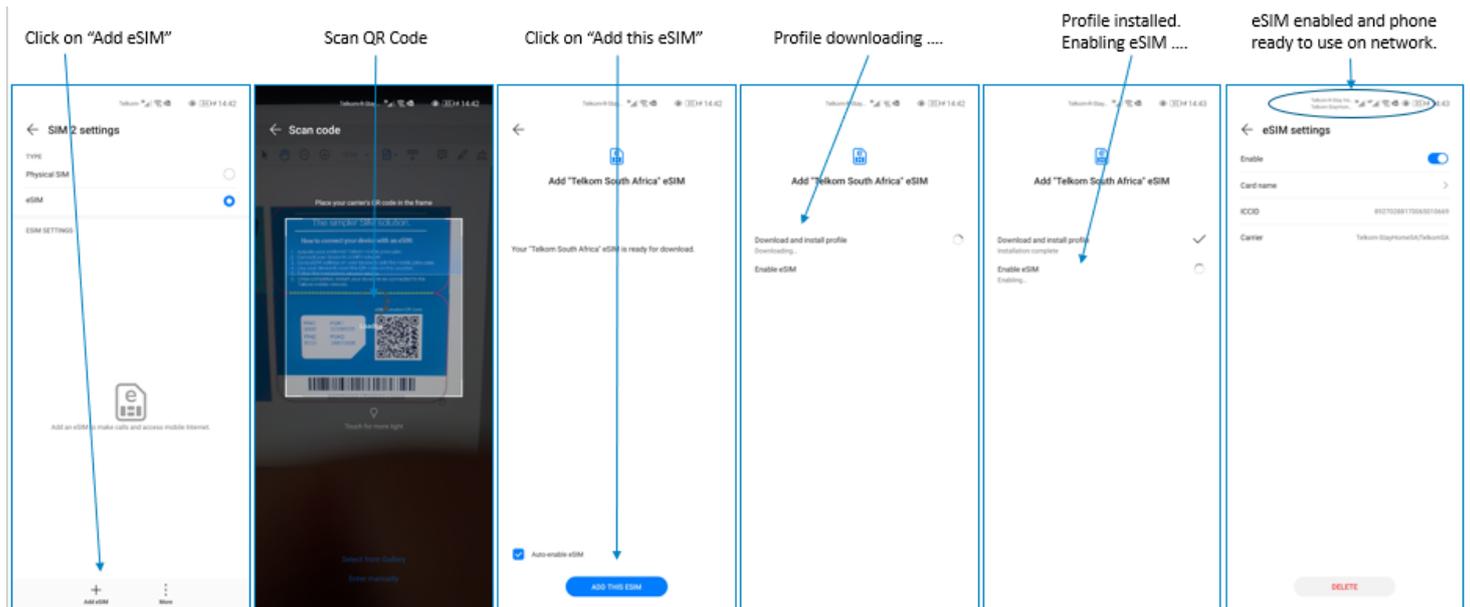
To install an eSIM profile on an eSIM-enabled device, the following steps needs to be followed. These steps will be part of the "Mobile Network Settings" on devices. **Please note that an active data session is required in order to download the eSIM profile.**

For IOS devices:
- Go to "Settings" and select "Cellular" or "Mobile Data"
- Select "Add Cellular Plan"
- Follow the steps to scan QR code and to install the profile.
- Profile will automatically be downloaded and installed to the device. eSIM will then be registered on the device and mobile services will be available.

For Android devices:
- Go to "Settings" and select "Mobile Network"
- Select "SIM Management"
- Click on "Add eSIM"
- Follow the steps to scan QR code and to install the profile.
- Profile will automatically be downloaded and installed to the device. eSIM will then be registered on the device and mobile services will be available.

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Click on "Add eSIM" | Scan QR Code | Click on "Add this eSIM" | Profile downloading .... | Profile installed. Enabling eSIM .... | eSIM enabled and phone ready to use on network.

14. Can customers use the eSIM voucher on different eSIM enabled devices?

Yes, customers will be able to reuse the eSIM vouchers should they make use of different eSIM enabled devices. Customers should keep their vouchers in order to reuse the voucher.

Please note:
a)   Business rules are included in the eSIM profile configuration and customers wishing to change to a different device, need to delete the eSIM profile before trying to install the same eSIM profile on a different device.
b)   By deleting the eSIM profile, customers will receive a device notification that the profile was deleted successfully.
c)   By deleting a profile, this does not cancel / terminate the services from Telkom. Deletion only removes the eSIM profile from the existing device in order to reinstall / install to a different device.
d)   If customers do not delete the profile correctly, they will not be able to reuse the eSIM profile on another device.

15. As customers can reuse the profile, is eSIM vulnerable for SIM card fraud?

No, eSIMs do not increase the risk for SIM fraud due to the reusing of the profiles. eSIM profiles can't be installed on different devices unless the eSIM profile was successfully deleted from the installed device.

16. Does RICA apply to eSIMs?

Yes, RICA compliance rules shall apply.