

Buying E-sim

Our eSIM service provides a seamless, digital alternative to traditional SIM cards, allowing you to stay connected without the need for physical SIM swapping. With global coverage, flexible data plans, and support for the latest mobile network technologies, our eSIM service ensures hassle-free connectivity wherever you go. Whether you need reliable data for work, travel, or leisure, our plans are designed to offer maximum convenience and performance.

Key Benefits:

- Instant Activation
 - Global Coverage
 - Flexible Plans
 - High-Speed Data
 - Eco-Friendly
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Buying Data Plans & Coverage

How to Use Day Pass Plans

Day Pass plans provide a fixed amount of high-speed data daily and unlimited data at 2G speed after the high-speed allowance is used.

Example:

A Europe (30+ areas) 500MB/Day plan for 5 days provides:

- 500 MB/day of high-speed data (4G/LTE/5G)
- 2G speed (255 Kbps - 512 Kbps) after exceeding 500MB

Data resets every 24 hours, and this continues for 5 days.

Key Features:

- Hotspot Sharing: Supported
- Unlimited Daily Data: Fair Usage Policy (FUP) applies
- Custom Validity: 1 to 365 days
- Speeds: Up to 5G
- Pre-Install Validity: 30 days
- No Top-Up Available

Daily Plan Pricing:

Total price: [Number of Days] * [Plan Cost]

Days are counted from the first connection and reset at midnight based on a fixed time zone.

Buying Day Pass Plans

1. Buying via Console:

- Choose a Day Pass plan.
- Add to cart and select the number of days.
- Complete checkout.

2. Buying via API:

Use the Slug and periodNum parameters:

- **Example:** Slug = TH_0.5_Daily
- periodNum = 5 (for 5 days)

Order a plan and use the orderNo to track it. Refer to the API documentation.

Example: Order with Slug TH_0.5_Daily and duration of 7 days.

APN Settings

APN settings are configured automatically for most devices. Special exceptions apply to Japan for iOS devices.

For iOS (Japan):

1. Go to Settings > Mobile Data > Mobile Data Network.
2. Set APN to vmobile.jp.
3. Turn on roaming for eSIM.

For Android:

APN may need to be configured manually in some cases.

APN in API:

APN, PIN, and PUK details are available in the API.

Hotspot Sharing

Supported by default.

Troubleshooting Common eSIM Issues

a) I Can't Connect to the Internet:

1. Go to Settings > Cellular > Cellular Data.
2. Select the newly purchased eSIM.
3. Ensure Data Roaming is ON.

Look for network bars:

- Bars: Connected to a tower.
- No Signal: Restart the device to refresh the connection.

Manually select the network if necessary.

Tips:

- First-time connection may take up to an hour.
- Turn off VPN settings.
- Toggle eSIM ON/OFF.

b) I Can't Install My eSIM:

- Ensure your device is unlocked.
- Verify eSIM compatibility.
- Ensure a strong internet connection.
- Confirm the QR code hasn't been used by another device.

Can Users Reinstall a Deleted eSIM?

- eSIMs *CAN* be reinstalled from the same QR code used during the initial installation.
- Users can scan the same QR code to re-add the eSIM profile.

Note: QR codes cannot be shared or reused on another device.

Why Can't I Access the Internet Even with Data Left?

Data usage updates may not be real-time. Check consumption:

- Go to Settings > Cellular > Data Consumption.

What if I Deleted My eSIM Accidentally?

- Attempt to reinstall using the original QR code.
- If reinstallation fails, a new eSIM purchase is required.

Can I Transfer My eSIM to Another Device?

- **Activated eSIM:** Not transferable.
- **Non-Activated eSIM:** Transferable to a new device.

5G Availability

Checking 5G Availability:

- Use the RAT column to check the available network status (3G/4G/5G) for each plan and country.

Supported Countries for 5G:

The following countries currently support 5G (subject to change). Always check the latest updates in the portal or API responses.

Country/Region	Network Status
Aaland Islands	4G/5G
Argentina	4G/5G
Asia (20 areas)	4G/5G
Asia-Pacific 6GB 8Days	4G/5G
Australia	4G/5G
Austria	4G/5G
Bahrain	4G/5G
Belgium	4G/5G
China	4G/5G
Croatia	4G/5G
Czech Republic	4G/5G
Denmark	4G/5G
Estonia	4G/5G
Europe 40+ Countries	4G/5G
France	4G/5G
Germany	4G/5G
Greece	4G/5G
Hong Kong	4G/5G
India	4G/5G
Italy	4G/5G
Japan	4G/5G
New Zealand	4G/5G
Philippines	4G/5G
Singapore	4G/5G
Spain	4G/5G
United Kingdom	4G/5G
United States	4G/5G
South Africa	4G/5G
Tunisia	4G/5G
Brazil	4G/5G
Qatar	4G/5G
Uzbekistan	4G/5G

Refer to the portal/API for the most up-to-date list.

Checking Data Usage

End-User Check:

- Access the Short URL provided.
- Click on "Check Usage" for real-time stats.

Support Channel

For unresolved eSIM issues:

1. Contact the support email provided by your reseller.
2. Provide ICCID and relevant screenshots for quick troubleshooting.

Refunds:

- **Unused eSIM:** Cancel the order for a refund.
- **Used eSIM:** Contact support for refund assistance.

eSIM Support Guide for End Users

Ensuring Device Compatibility for eSIM

Before purchasing or activating an eSIM plan, it is important to confirm that your device supports eSIM functionality. This guide provides simple steps and resources to help you verify your device's compatibility.

1. eSIM Device Support Resources

To check if your device supports eSIM, you can use these trusted resources:

- **eSIM Device Support List:** A detailed document listing eSIM-compatible devices.
- **GSMA eSIM Devices List:** A globally recognized database for verifying eSIM support.

You can find these resources online or consult them through your service provider's website or app.

2. In-App eSIM Detection

For a seamless experience, some mobile apps include a feature to automatically detect eSIM capabilities. If available:

- Follow in-app prompts to check your device's eSIM support.
- Ensure you're using the latest version of the app for accurate results.

3. How to Check eSIM Compatibility on Your Device

On Android Devices:

Steps to verify eSIM support may vary depending on the brand and model but generally include:

1. Open **Settings**.
2. Go to **Network & Internet**.
3. Look for **SIM Card** or **Mobile Network** settings.
4. Check for an option to **Add a New SIM**.

If this option exists, your device likely supports eSIM. You can confirm further by:

- Reviewing the device's user manual.

- Checking the manufacturer's official website for specifications.

On iPhone Devices:

Most iPhones from the iPhone XR onwards are eSIM-compatible. To confirm:

1. Open **Settings**.
2. Tap **General**.
3. Select **About**.
4. Scroll down to locate the **EID** (Embedded Identification Number).

If a 32-digit EID number is present, your iPhone is eSIM-compatible. Additionally, you can check compatibility through Apple's official specifications for your device model.

Additional Tips for Verifying Device Compatibility

- Always check the latest eSIM compatibility lists provided by trusted sources.
- For any doubts, reach out to your device manufacturer's support team.

By confirming device compatibility before activation, you can ensure a smooth eSIM onboarding experience.

Need Help?

For further assistance or technical support, contact your service provider's support team. Be ready to provide details such as your device model and screenshots, if necessary, to resolve compatibility issues efficiently.

FAQ

Frequently Asked Questions by eSIM Users

Q: Can I use a physical SIM and eSIM together?

A: Yes, on dual SIM devices, you can use both a physical SIM and an eSIM simultaneously. You can configure which SIM to use for cellular data and set the default voice line in your device settings.

Q: Should I switch on “Data Roaming” when using eSIM?

A: Yes, enable data roaming for your eSIM to ensure connectivity. Make sure to turn off roaming for your home SIM to avoid high charges. Go to **Settings > Cellular > Data Roaming** to manage these settings.

Q: Can I use more than one eSIM provider when traveling abroad?

A: Yes, most devices can store multiple eSIM profiles. For example:

- iPhones: Store up to 10 eSIM profiles.
- Androids: Store 5-7 eSIM profiles (varies by model).

However, only one eSIM can be active at a time. To avoid confusion, label your eSIM profiles clearly.

Q: Can multiple phones scan the same QR code?

A: No, each QR code is unique and can only be scanned once. It is tied to the specific device that scanned it.

Q: How to use hotspots with eSIM?

A: On most devices, hotspots are supported by default. Specific cases include:

- **iOS Devices:** APNs are preconfigured except for Japan, where you need to manually set the APN to "vmobile.jp."
- **Android Devices:** For hotspot issues, contact customer service for assistance.

For further questions or additional support, reach out to your service provider's customer support team.