

MTC E-SIM

FREQUENTLY ASKED QUESTIONS

What is an eSIM?

An eSim is a virtual sim card that provides the same services as the traditional sim card with the only difference being acquisition. An eSim is built into your phone's hardware/type of SIM that is embedded in your device whilst the traditional SIM card can be inserted and removed anytime. More and more smartphones, tablets, and laptops are equipped with an eSIM card.

How long will my data last on my eSim?

eSims themselves do not stop working, however, the data packages you purchase do have a validity period and can only be purchased one at a time.

Can I add more Data to my eSIM?

Yes, when your data runs low or is depleted, you will be able to top up your eSIM by visiting the website and selecting the Top Up option on the main menu. Please note that you can only top up an eSIM with a package from the same country or region of destination.

How do I buy an eSIM?

1. Click on Choose your Destination on the main menu;
2. On the right-hand side of the page, search for the country you want to buy an eSIM;
 - Note that you need to search for the name of the country and not an abbreviation, i.e.: for the United Arab Emirates, you cannot search for UAE.
 - Make sure the spelling of the country is correct.
 - If you cannot find the country on the list, please escalate to Support, and we will get to you shortly.
3. Click on the flag of the country you need an eSIM for;
4. Select the ideal package for that country, by clicking on the Buy Now button of the package;
5. Ensure that you understand that eSIMs only work on eSIM-compatible devices and on devices that ARE NOT network locked;
6. You then enter your email address in the appropriate field to checkout as a guest or log in before finalising the transaction;
7. Once you have accepted the terms and conditions by ticking the appropriate box, you must click on the "Pay Now" button;

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8. Once you confirm that the amount is correct, you must complete all the information required by our secure payment gateway, which is Stripe;
9. Once completed, you will click on the Pay button and wait to authorise the transaction which you will do using your bank's 3D Secure or equivalent technology;
10. If the transaction is successful, you will then be taken to a purchase confirmation page, where the eSIM you purchased will be available in the form of a QR code for scanning, along with installation instructions;
11. You will also receive a copy of the QR code and purchase confirmation to your email address;
12. If you have never logged in to the site before, you will see a "Create a profile password" button, and it is recommended that you click on it and create a password on the page that opens, which will allow you to view your balance, top up your eSIM and have a generally better experience on the platform;
13. Once you have purchased your eSIM and/or created your account password, you can follow the installation instructions.

Why does my credit card keep getting rejected?

If your card is not accepted multiple times, please try a different card. Alternatively, you can escalate your query to our Contact Centre.

INSTALLATION:

When should I install my eSIM?

To ensure a smooth setup process, we recommend installing your eSIM just before your departure, as installation requires a stable internet connection. However, if you prefer, you can wait until you arrive in the country to activate your eSIM using WiFi. Once your eSIM is installed, you have the option to turn it off. Activation of the package only occurs when you use your eSIM in the country/region where it is eligible for connection. When you land, simply turn on your eSIM and enjoy being connected.

How do I install my eSIM on IOS?

1. With a stable Internet connection, scan the QR code provided to you on the checkout page or confirmation email you received;
2. Tap Mobile Plan;
3. Accept and continue all prompts;
4. Once within an eligible country for your eSIM package, switch Mobile Data to your eSIM. To do this on an IOS device:
 - Go to Settings and tap on Mobile Data. In some regions, Mobile Data will be called Cellular, in that case, tap on it;



- On the Mobile Data page tap on the Mobile Data option at the top;
 - Select your eSIM.
5. To turn on Data Roaming for your eSIM:
 - Go to Settings.
 - Tap on Mobile Data.
 - Tap on your eSIM under the Sims or eSIMs list (depending on the software version)
 - Then toggle Data Roaming to on.

How do I install my eSIM on Android?

1. With a stable Internet connection, scan the QR code provided to you on the checkout page or confirmation email you received.
 2. Click on the eSIM popup - Add this plan to connect to a new mobile network.
 3. Accept and continue all prompts.
 4. Once within an eligible country for your eSIM package, switch Mobile Data to your eSIM;
 5. To ensure the APN is correctly set:
 - Go to Settings
 - Tap on Connections
 - Tap on Mobile Networks
 - Tap on Access Point Names
 - Select the eSIM (typically at the bottom of your screen)
 - Ensure an option is selected that has the APN globaldata (no capital letters and no spaces):
 - i. Each APN option on the list will have a name in bold, and the APN address below it.
 - ii. If no options include the APN globaldata, click on Add (usually top right of your screen), Tap on Name and label it eSIM, then tap on APN and label it globaldata (no capital letters and no spaces).
 - iii. Then Tap on the back arrow or save, depending on your device, and select the APN with the Name eSIM and the APN globaldata.
 - iv. Then tap on the back arrow or save, depending on your device and exit settings.
 - Go to Settings
 - Tap on Connections
 - Tap on Sim Manager
 - Tap on Mobile Data and set it to your eSIM
1. To turn on roaming for your eSIM:
 - Go to Settings
 - Tap on Connections
 - Tap on Mobile Networks



- Toggle Data roaming to ON

How do I install my eSIM on a Pixel phone?

1. With a stable internet connection, scan the QR code provided to you on the checkout page or confirmation email you received
2. Click on the LPA popup
3. Accept and continue all prompts
4. To ensure the APN is correctly set:
 - Go to Settings on your device
 - Tap on Network & Internet
 - Tap on SIMs
 - Scroll down to Access Point Names
 - Tap Play Internet
 - Change the APN to 'globaldata' (all lower case, all one word, no space before or after, and no quotation marks)
 - Leave the other fields blank
 - Tap the 3 dots menu top right
 - Tap Save
 - Attempt to connect to a website to verify a connection
5. Turn on Data Roaming:
 - Go to Settings on your device
 - Tap on Network & Internet
 - Tap on SIMs and Turn on if not already switched on
 - Toggle on Mobile Data
 - Toggle on Roaming

How do I scan the QR code if I only have one device (iOS)?

The User must have iOS 17 installed in order to do the below steps. This can be confirmed in Settings -> General -> About -> iOS Version must be above 17.

- Save QR to photos by screenshot.
- Open settings
- Mobile Service
- Add eSIM
- Use QR Code
- Open Photos
- Select screenshot
- Click Next



How do I scan the QR code if I only have one device (Android)?

1. Take a screenshot of the QR code you received with your eSIM order.
2. Go back to your device homepage and then:
 - Go to Settings
 - Tap on Connections
 - Tap on Sim Manager
 - Tap on Add eSIM - Scan QR code
 - Tap on the gallery image (bottom right)
 - Select the QR code screenshot and tap on Done
3. Follow the Add eSIM prompts (and Installations Instructions above) to install your eSIM

How do I scan the QR code if I only have one device (Pixel)?

1. Save QR to photos by screenshot.
2. Go into the photo's app
3. Long press on the photo
4. Add eSIM
5. Follow prompts

Manual Installation (iOS)

To install eSIM manually:

- Open settings > Mobile Service > Add eSIM > Use QR Code > Enter details manually > Enter SM-DP+ Address and Confirmation Code > Click Next

Manual Installation (Android)

To install eSIM manually:

- Open settings > Mobile Service > Add eSIM > Use QR Code > Enter details manually > Enter SM-DP+ Address and Confirmation Code > Click Next

Manual Installation (Pixel):

To install eSim manually:

- Open settings > Mobile Service > Add eSIM > Use QR Code > Enter details manually > Enter SM-DP+ Address and Confirmation Code > Click Next

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TROUBLESHOOTING

Why can't I connect to eSIM on my phone? (IOS)

- To turn on Data Roaming:
- Settings > Mobile Data > Select eSIM > Toggle Data Roaming To update APN settings:
- Settings > Mobile Data > Select eSIM > Mobile Data Network > Change APN to 'globaldata' (lower case, no spaces).

Why can't I connect to eSIM on my phone? (Android)

To update APN settings:

- Settings > More / Connections / Mobile networks / Mobile Networks & Internet > Access Point Names (APN) > Tap three dots icon (more menu) at the top right corner of the APN page > Press 'reset to default' > Select/create a new APN & APN NAME as 'globaldata' > Save the APN
- To turn on Data Roaming:
- Settings > Connections > Mobile networks > Toggle Roaming to On.
- Ensure no Data Limit is set:
- Settings > Connections > Data Usage > Bill cycle and Data Warning > Toggle off Set Data Limit.

Why can't I connect to eSIM on my phone? (Pixel)

Depending on your Google Pixel model, you may need to look under SIMs, select your eSIM, and scroll down to tap Access Point Names, or might need to select Advanced and then Access Point Names.

- Tap the three vertical dots in the top-right corner
- Select 'New APN'
- Tap the 'Name' field and type in 'globaldata' (then tap OK)
- Tap the 'APN' field and type in 'globaldata' (then tap 'OK')
- Save your changes

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SUPPORT

What is my ICCID?

When you contact support, they will ask you for the ICCID number of your eSIM. The ICCID is a unique ID number linked to your eSIM. It helps identify your eSIM quickly so that they can provide you with the assistance you need promptly. The ICCID can be found on your purchase confirmation email (recommended method), within your profile on our website or app, and on your device:

iOS:

- Go to Settings on your device
- Tap General
- Tap About
- Scroll down to the bottom
- You should see your eSIM listed
- Long press on your ICCID to copy it

Android:

- Go to Settings
- Tap on About Phone
- Look for the option that says ICCID Number, on some devices, it is labelled "SIM Serial Number".

Pixel:

- Go to Settings
- Tap on About Phone
- Scroll down to and click on SIM status (sim slot 2)
- Your ICCID will be shown on the screen near the bottom
- What is my ICCID and where do I find it? (iOS)
- For support, provide the ICCID number:
- ICCID is unique to eSIM.
- Found on your confirmation email, profile, or:
- Settings > General > About > eSIM

What is my ICCID and where do I find it? (Android)

For support, provide ICCID number:

- ICCID is unique to eSIM.
- Found on your confirmation email, profile, or:
- Settings > Connection Manager > eSIM > More Information.

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What is my ICCID and where do I find it? (Pixel)

For support, provide ICCID number:

- ICCID is unique to eSIM.
- Found on your confirmation email, profile, or:
- Settings > Scroll to About phone > SIM status (sim slot 2).

GENERAL

Can I use tethering (creating a personal hotspot)?

Yes, you can use your personal hotspot with your eSIM if it is supported by your device.

How do I set up a hotspot on my IOS device?

- Go to Settings
- Tap on Personal Hotspot
- Toggle on Allow Others to Join

How do I set up a hotspot on my Android device?

- Go to Settings
- Tap on Connections
- Tap on Mobile Hotspot and tethering
- Tap on Mobile hotspot
- Toggle to on and set 'configurations (optional)

How do I set up a hotspot on my Pixel device?

- Go to Settings on your device.
- Tap on Network & Internet.
- Tap Hotspot & tethering.
- Tap WiFi hotspot and turn on WiFi hotspot.

When does my eSIM data subscription start?

Your eSIM data subscription begins the moment you activate it on your phone and are within the eligible country/region for your package (and not when you install it). Only once activated do the number of days in your plan start counting down.

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Can I make calls with my eSIM?

Your eSIM is data only, so you will not be able to make traditional calls using it. You can however use it to make calls on your favourite apps including WhatsApp, Skype, Facetime, and other VoIP services. You will still be able to use your regular cellular provider for voice if you keep that SIM active, but please check with our Contact Centre on call and roaming rates.

Can I still receive SMSs when I use a data eSIM?

Your eSIM is data only, so you will not be able to send or receive SMSs using it. You will still be able to use your regular cellular provider, if you keep that SIM active, for receiving and sending SMSs, but please check with our Contact Centre on SMS and roaming rates.

Can I buy an eSIM for multiple countries?

Yes, we offer several multi-country packages (regions). These are ideal if you are travelling to several different countries on one trip. Each time you enter a new country, your eSIM will automatically connect to a network in that country. Search for your ideal region and enjoy the benefits of landing connected each time you land in a new country.

How long does my eSIM Data last?

Your eSIM will last until you use up all the data or it reaches the end of the package validity (expiration date), whichever comes first. Before purchasing, please make sure that the eSIM you select has the right amount of data and a long enough validity period for your needs.

Can I add more Data to my eSIM?

Yes, when your Data runs low or is depleted you will be able to top up your eSIM by visiting the website, clicking on My eSIMs on the main menu, and selecting the Top Up option for the specific eSIM you want to top up. Please note that you can only top up an eSIM with a package from the same country or region as the one you purchased.

Can my device use eSIMs?

You can find the compatible device list on www.esim.mtc.com.na

