



## What is eSIM?

eSIM, short for embedded SIM, is a new technology that allows mobile devices to have a digital SIM card embedded directly into the device's hardware.

Unlike traditional SIM cards, which are physical cards that must be inserted and shipped into a device, eSIMs are built into the device itself.

They eliminate the need for physical SIM card slots, allowing for more compact and waterproof devices. eSIM also means you don't need to wait for a SIM card to be shipped out, meaning quicker activation times!

eSIM technology is increasingly being adopted by mobile device manufacturers and network operators and is already prevalent in Australia.

Before selecting eSIM with MATE, it's important that you ensure the device is compatible with eSIM. A list of compatible devices can be found here:

[letsbemates.online/eSIMcompatible](https://letsbemates.online/eSIMcompatible)

## How can customers order and activate an eSIM?

Customers can order eSIMs via the MATE website, myMATE app for iOS and Android and the MATE self-care portal.

Below, you will find an overview of the process for ordering an eSIM, including screenshots. The website has some limitations, which have been outlined in red.





## MATE website ordering

Using the website sales form, the customer can check a box to select an eSIM at the bottom of the plan offerings.

The default is 'unchecked' – the customer must manually select the box to order an eSIM.

**IMPORTANT NOTE: Whichever option is selected on the first mobile plan, will apply to all additional mobile plans if a customer chooses 'I want another mobile plan'. This is a limitation of the ordering form.**

Customers who use a dealer link will see two (2) checkboxes to select.

If eSIM is selected, the 'i need a sim card posted to me' box will automatically be 'unchecked'.

The screenshot shows a mobile plan selection interface. At the top, there are two plan options: "soul mates 5g 60gb" for \$50 and "wireline ua mobile test" for \$40. The "\$40 wireline ua mobile test" option is highlighted in a dark blue bar with a yellow checkmark icon on the right. Below the plans is a text input field labeled "add a promo code". Underneath, there are two checkboxes. The first checkbox is unchecked and labeled "I would like an esim instead of a physical sim card", with a note below it: "please ensure you have a compatible handset if selecting esim - more information [here](#)". The second checkbox is checked and labeled "I need a sim card posted to me because i don't have one already supplied by mate". Below these checkboxes is a dark blue button labeled "i want another mobile plan" and a large yellow button labeled "continue".



## MATE self-care portal ordering

When customers order a mobile plan via the self-care portal, the customer is prompted to select the SIM type. This defaults to 'Physical SIM' but has 'eSIM' as an option.

When eSIM is selected, the customer does not need to choose a delivery address. If a physical SIM is selected, then customers will be prompted to provide a delivery address.

For each mobile plan a customer adds to the self-care portal order form, they must select the SIM Type (eSIM or Physical). This is different to the website sales form, as previously advised.

### Add a new service

This page guides you to **add** a new service to your account. It is **not** to change plan for an existing service.

Add New Service

Product Type

Select the type of new service you would like to add to your account

Plans

Setup \$0.00 setup fee new month to month

Monthly

Choose your new mobile plan

SIM Type

SIM Type

Promotions

Promo Code

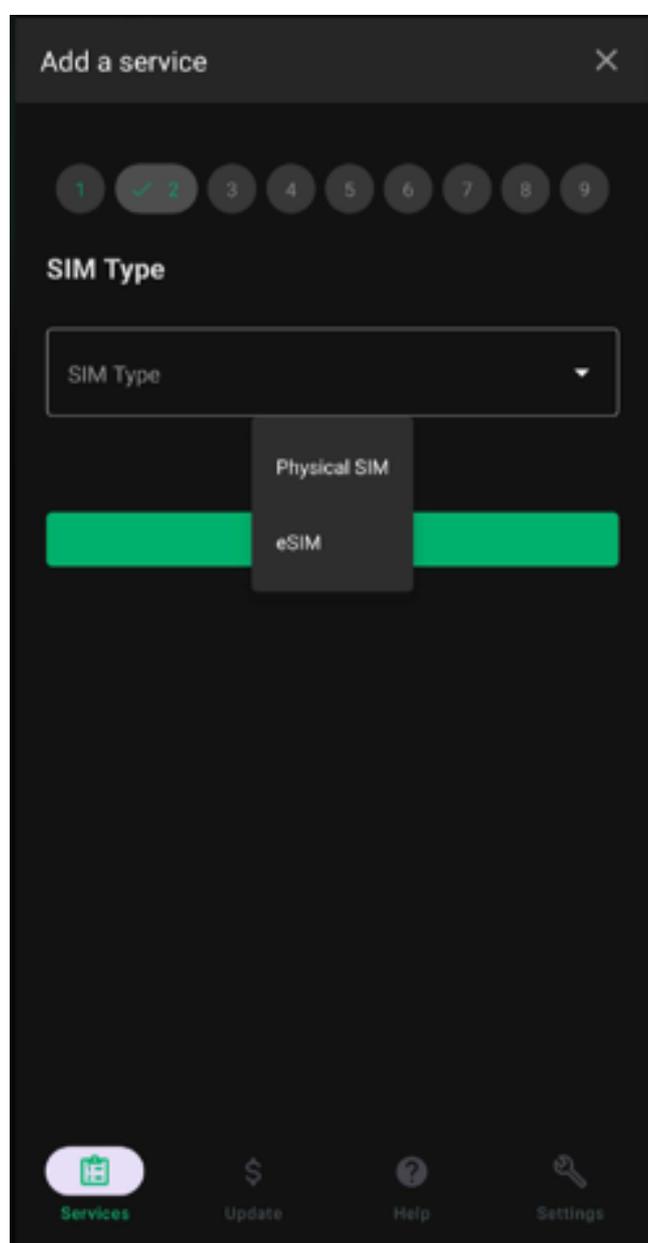
If you have a promotion code, please enter it above



## myMATE app ordering

In the myMATE app, the order form has an additional step, like the self-care portal. It will ask for the SIM type. The customer will need to select either Physical or eSIM.

Again, for each mobile plan a customer adds to the MyMATE app order form, they must select the SIM Type (eSIM or Physical). This is different to the website sales form, as previously advised.

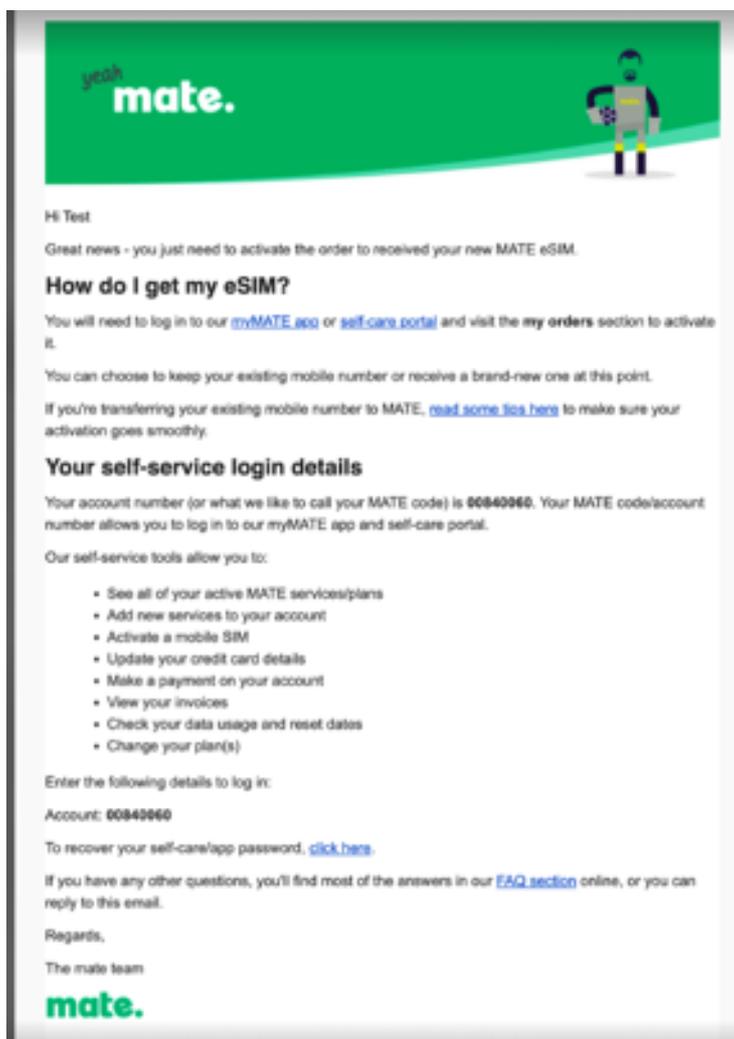




## eSIM activation and eSIM activation email

When activating an eSIM, customers use the current method via the MATE self-care portal or myMATE app.

- Where a customer/agent has selected eSIM, the customer can activate the SIM immediately after payment has successfully been collected on the order.
- The Order status transitions from 'Pending Payment' to 'Pending Delivery' immediately after payment.
- The customer will receive a 'Tracking' email (different for eSIM or Physical SIM) once the payment has been processed for eSIM (or once the SIM has been shipped for Physical SIMs).
- The tracking email for an eSIM, once the payment has been processed successfully, will look like the image below:





## Activating via the self-care portal or myMATE app

- The customer will need to navigate to their order in the self-care portal or myMATE app and activate their SIM as usual.
- It is important to note that a step is excluded if an eSIM is selected on an order, which is to enter the SIM number. This is automatically allocated and registered on an eSIM order and is not required on activation.
- The activation form asks them if they want a New Number or to Transfer an existing number as usual.

**Activate order**

If you are transferring (porting) an existing mobile number, do **not** put the new SIM card in your device yet. Your existing SIM card with your current provider will continue to work even after this activation form is submitted to make sure your activation goes smoothly, you will now need:

- your former mobile provider's account number (if you transferring a number associated with a postpaid mobile service)

do you want a new number?

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- your former mobile provider's account number (if you transferring a number associated with a postpaid mobile service)

do you want a new number?

enter your existing mobile number

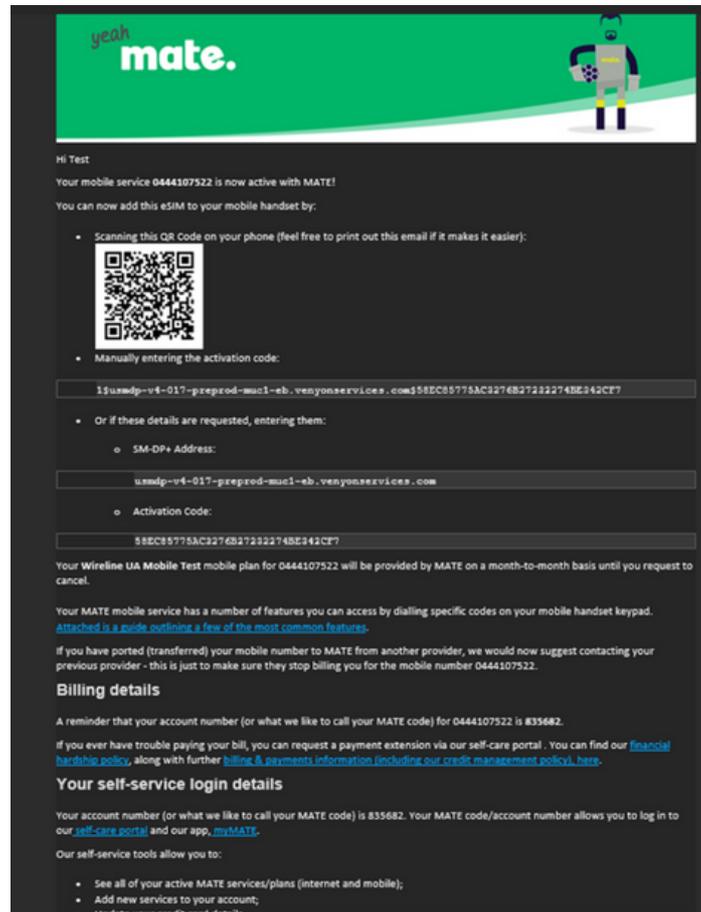
postpaid or prepaid

enter your date of birth

Once the customer has successfully submitted their activation, they will receive the below email. It is important to note at this point. We have TWO methods of installing an eSIM to a compatible handset:

- QR Code (Scan this using the phone you want to add the eSIM to)
- Manually adding the eSIM via the phone settings.

The eSIM installation is straightforward once the QR code is signed. It prompts the customer and asks questions, so they will not need to enter details manually, just select items.



If, for any reason, the customer has NOT received the above email, the customer can log in to the self-care portal or myMATE app and visit the 'My Orders' section. This will show 'View eSIM instructions' on the Completed order - see screenshots below.

## My Orders

Identifier	Information	Status	Action
1099546	No Worries 100/20 mobile bundle	Complete	
1183045	changeSIM sub 370738 sim_record 89610147000004728152	Complete	<a href="#">View eSIM Instructions</a>
1098820	Better Mates 25GB	Complete	
1100212	Fair Dinkum 250/25 mobile bundle	Complete	
1100315	Good Mates 12GB	Complete	

