eSIM Promotion

FAQs

1. General Information

Q1: What is an eSIM?
An eSIM is a digital SIM embedded in your phone that allows you to activate a mobile plan without a physical SIM card.

Q2: Will eSIMs replace physical SIM cards?
Not right away. Physical SIMs remain available, but eSIM is the future and is being adopted worldwide.

Q3: Who can use an eSIM?
Any MTC customer with a compatible device (e.g. iPhone 15, Samsung Galaxy S20 and newer, Huawei P40 and newer).

Q4: Why is MTC introducing eSIM?
To provide more convenience, to support global standards, and to prepare for future device launches (phones, tablets, wearables).

2. Availability & eligibility

Q5: Is eSIM available for both prepaid and postpaid?
Yes, eSIM is available for both.

Q6: Do I need a new number for an eSIM?
No. You can keep your existing number when switching from a physical SIM to an eSIM.

Q7: Can corporate customers use eSIM?
Yes. Businesses can request multiple eSIMs for their employees under corporate accounts.

3. Activation & setup

Q8: How do I activate an eSIM?
You'll receive a QR code from MTC.
Go to Settings > Mobile Data > Add eSIM on your device and scan the code.

Q9: Do I need internet to download my eSIM?
Yes, wi-fi is required to complete the activation.

Q10: Can I re-use the same QR code?
Yes, you may reuse your QR code up to five (5) times across a maximum of two (2) devices, with only one profile active at a time.

Q11: How long does it take to activate an eSIM?
Activation usually takes less than five minutes once the QR code is scanned.

4. Downloads & device limits

Q12: How many times can I download my eSIM?
You can download your MTC eSIM up to five times in total.

Q13: Can I use my eSIM on multiple devices?
Yes, you can download your eSIM on a maximum of two devices. However, it can only be active on one device.

Q14: How many SIMs can be active on one phone?
Most phones support two active SIMs (e.g. 1 eSIM + 1 physical SIM, or 2 eSIMs).

Q15: Why does Apple say I can store up to eight or more eSIMs?
That's the phone's capacity. However, MTC allows only five downloads in total,across two devices.

5. Migration & SIM swap

Q16: Can I move my physical SIM to an eSIM?
Yes. This is done as a standard SIM swap at MTC.

Q17: Can I switch back from eSIM to physical SIM?
Yes. You can request a SIM replacement.

Q18: Will my number, bundles, and balances stay the same when I move to eSIM?
Yes. All services remain unchanged.

6. Usage & services

Q19: Will eSIM improve my network coverage or speed?
No. eSIM uses the same reliable MTC network as physical SIMs.

Q20: Can I use Aweh bundles, Taamba, and other services with eSIM?
Yes. All services available on physical SIMs also work on eSIM.

Q21: Can I recharge my eSIM with vouchers or the MobileHome App?
Yes, just like a physical SIM.

Q22: Can I transfer airtime or use balance checks on eSIM?
Yes, these services work as usual.

Q23: Can I use eSIM on a tablet?
Yes, if the device is eSIM-compatible.

7. International use

Q24: Can I use my MTC eSIM abroad?
Yes, provided your device supports roaming and the country/operator supports eSIM roaming.

Q25: Can I use both MTC and a foreign eSIM when traveling?
Yes. You can keep MTC active for calls/SMS and use a local eSIM for data.

Q26: Can I buy and use foreign eSIMs from apps/websites?
Yes, but only from trusted providers. MTC is not responsible for third-party eSIMs.

8. Troubleshooting

Q27: What if my eSIM fails to activate?
Check your internet connection restart your phone, and try again.
If unresolved, visit an MTC Mobile Home.

Q28: What if I delete my eSIM accidentally?
You can download your QR code a maximum of five times. After that, you will have to visit your nearest MTC Mobile Home.

Q29: What happens if my phone is stolen?
Contact MTC immediately to block your eSIM and request a new one.

Q30: Will a software update affect my eSIM?
No, software updates do not affect your eSIM.

Q31: Can I back up or transfer an eSIM profile?
No. eSIMs cannot be backed up or transferred.

9. Security

Q32: Is eSIM secure?
Yes. eSIMs are encrypted and tamper-proof, making them more secure than physical SIMs.

Q33: Can someone else use my eSIM QR code?
Your QR code will not work in another phone while it is active in your primary phone.

10. Enterprise & IoT

Q34: Can businesses bulk order eSIMs for employees?
Yes. MTC supports enterprise provisioning.

Q35: Will eSIM work for IoT devices (smart meters, cars, etc.)?
Yes, though IoT support will be phased in over time.

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