



Specific Terms & Conditions: e-SIM

Description

The Specific Terms and Conditions apply to all Vodafone prepaid and postpaid customers wishing to use e-SIM.

The services mentioned in these Specific Terms & Conditions for the e-SIM service shall commence on **11th August 2023**. Customers subscribing to the service agree to the following Specific Terms and Conditions.

Terms & Conditions

1. Incorporation by reference

- a. The Customer shall be bound by and shall fully observe and comply with the Vodafone General Terms.
- b. In addition to the Vodafone General Terms, the Customer shall be bound by the following Specific Terms for e-SIM (the “Specific Terms”).

2. Definitions and Interpretation

- a. In these Specific Terms, the following words and expressions shall have the following meanings:

Customer means any person who applies for or subscribes for or uses the Service.

General Terms means Vodafone’s General Terms and Conditions of Service.

Mobile Device means any mobile handset, modem, router, and/or any other equipment which the Customer will use the Service with.

Service means e-Sim provided by Vodafone.

- b. The words and expressions used in these Specific Terms that are defined in the General Terms, but are not defined in these Specific Terms, shall have the same meanings as defined in the General Terms, unless the context otherwise requires.

3. Eligibility

- a. All Vodafone Prepaid and Postpaid customers.



- b. e-Sim is NOT compulsory for customers. Customers can choose whether or not to use the e-Sim.
- c. There are certain types of devices that are e-Sim compatible such as:
 - a. iPhone 11 series
 - b. iPhone 12 Series
 - c. iPhone 13 series
 - d. iPhone 14 series
 - e. iPad Air 3rd and 4th generation
 - f. iPad Pro (1st, 2nd, 3rd, 4th and 5th generation)
 - g. iPad (7th 8th & 9th generation)
 - h. iPad Mini (5th & 6th generation)
 - i. Samsung Galaxy S20 series, S21 series, S22 series & S23 series.
 - j. Samsung Galaxy Note 20 series
 - k. Samsung Galaxy Fold
 - l. Samsung Galaxy Z Flip
 - m. Huawei P40 Series

4. Benefits

- a. Customers will enjoy a host of benefits from e-Sim:
 - i. e-Sim can not be physically damage or lost
 - ii. e-Sim can not be duplicated. It is secure.
 - iii. e-Sim can store multiple cellular profiles. Several profiles can be stored so. customer can select which carrier they would like to use.
 - iv. e-Sim cannot be physically swapped. This provides the solution to Sim swapping vulnerability.

5. Registration of Service

A. For a new number:

Note: Keep the phone connected to a Wi-Fi during the setup process.

- i. Bind the number with the sim serial given above.
- ii. Sales team to provision the number on CVBS like they do for physical sim (nothing changes), register the customer on M-Vatu.
- iii. Once the number state has changed to “Active” on CVBS – advice customer to scan the QR code.



- iv. Follow the simple steps from thereafter.
- v. Make sure the e-Sim is enabled in the setting after the profile is loaded.

B. For an existing customer:

Note: Keep the phone connected to a Wi-Fi during the setup process.

- i. Sales Team to do a duplicate sim on CVBS and the new sim serial will be the one which corresponds to the QR code above.
- ii. After the duplicate sim process is completed on CVBS, sales to check if the new sim serial is updated.
- iii. Ask the customer to scan the QR code.
- iv. Follow the simple steps after that.
- v. Make sure the e-Sim is enabled in the setting after the profile is loaded.

C. Status of Physical Sim when e-Sim is activated.

- i. If customer is moving their mobile number of their physical SIM to an e-SIM, the physical SIM will no longer work.
- ii. If customer is purchasing a new e-SIM with a new phone number, they can use both the physical and e-SIM, as they will have different phone numbers.

6. Restriction

- a. e-Sim is only compatible with mobile devices in section 3(e), any devices apart from the list will not be able to accommodate the e-Sim services.

7. Termination

In the event that the customer's phone is lost or stolen, they can block their e-Sim and request a new one. They can also do this through their Sim Card settings.

8. Fees and Charges

- a. Customers will be charged 200VT as the physical sim.

9. Consent to Use and Disclose Information and Data



The Customer agrees that Vodafone shall be entitled to use or disclose any information or data disclosed by the Customer. The Customer is entitled to withdraw such consent from time to time.

10. Vodafone Rights Reserved

- (a) Vodafone reserves the right to alter, modify, add to or otherwise vary these Specific Terms and Conditions, subject to prior approval of the Regulator, from time to time by notice to the Customer in such reasonable manner as Vodafone deems appropriate. The Customer shall be bound by the terms and conditions so amended. In any event, if the Customer continues to use the Service after such notice, the Customer shall be deemed to have accepted the amendments.