

Keeping things eSIMple!



Updated information for eSIMs

First things first - what are eSIMs?

Don't let the 'e' fool you into thinking this new type of SIM is complicated. eSIMs or Embedded SIMs are simply a SIM card that are embedded directly into a mobile device. In eligible devices, eSIMs are a small chip already fitted into the phone, waiting to be activated and connected to any network that supports this. With no physical SIM card, you don't need to worry about faffing with any small bits of plastic!

What are we offering to our Bamboo customers?

Bamboo are currently able to offer eSIM QR codes for the O2 network only on all eSIM compatible devices. **Please follow the usual SIM ordering process to do so.**

How does it work?

Much like ordering a 'normal' SIM, you will receive an eSIM pack that includes a QR code which you'll need to scan using your phone's camera. This will download an eSIM profile to your phone. The eSIM pack gives you step by step instructions on how to do this.

The eSIM pack also contains the Sim Serial Number (SSN) of your eSIM profile, which you'll need if you want to move your existing mobile number across to your new eSIM profile.

Are eSIMs right for me or my customers?

eSIMs come with many benefits including the ability to hold multiple eSIM profiles on one eSIM, use local data plans when traveling abroad, separate your mobile plans e.g. voice and data and use one number for personal calls and one number for business calls. However, you may find that the plastic SIMs are still working for you and don't need changing, so don't worry these will continue to be available.

Which phones are currently eligible for eSIMs?

- Apple iPhone 11
- Apple iPhone 11 Pro
- Apple iPhone 11 Pro Max
- Apple iPhone XS
- Apple iPhone XS Max
- Apple iPhone XR
- Google Pixel 3
- Google Pixel 3 XL
- Samsung S20 4G
- Samsung S20 5G
- Samsung S20 5G Plus
- Samsung S20 Ultra 5G

(eSIM support on iPhone requires iOS 12.1 or later)

As more devices are added, we'll let you know. O2 will also continue to update the information via o2.co.uk.

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