

What is the eSIM service?

It is a new technology added to modern devices by embedding an eSIM card inside the phone through scanning a QR code, while keeping the traditional SIM card active. This allows subscribers to have two different numbers on the same device, and they can easily switch between them without needing to physically remove the SIM card.

Will the esim function during roaming if the subscriber is not using a Nano SIM card slot at all?

Yes, the eSIM will work during roaming without using a physical Nano SIM card slot, but the subscriber must have roaming service activated.

How many mobile phone numbers can a subscriber activate on a single eSIM?

You can activate one mobile phone number on a single eSIM at a time.

How to install an eSIM?

A QR code will be provided to the you, and you should navigate to the iPhone settings. From settings, scan the QR code, and the eSIM profile will be downloaded after a few steps (instructions on the device will guide subscribers on completing this process)."

Can you change the mobile number associated with an eSIM at any time? How can this be done and what are the necessary steps?

This be done and what are the necessary steps? Yes, you can change the mobile number (MSISDN) on an eSIM, and you should follow the same usual procedures as when changing a mobile number.

Can I change my current SIM card and switch to an eSIM?

Yes, you can switch from a traditional SIM card to an eSIM. This can be done if your phone supports eSIM technology and has an updated operating system that also supports this technology. Additionally, this can be facilitated through a mobile exhibition.

What should I do if I lose my phone? How can I deactivate the SIM card?

Please report the loss of your device to Jawwal. Jawwal can deactivate the eSIM profile, preventing calls, text messages, and data usage. A new QR code will be generated if needed (provided the alternate device supports eSIM technology).

Can the same QR code be used on more than one device?

Yes, that's possible but no same time.