

Airtel eSIM

An eSIM (embedded-SIM) is a form of programmable SIM card that is embedded directly into a device (in this case a phone). Instead of a physical and removable SIM, an eSIM consists of software installed onto an Embedded Universal Integrated Circuit Card (eUICC) chip permanently attached to your phone.

Benefits of eSIM

- eSIM enables you to get a seamless device setup experience, without the need to insert or replace a physical SIM card.
- eSIM allows you to use multiple mobile numbers, both physical and eSIM on one phone/device. This reduces the hassle of moving around with several phones.
- You no longer need to fear damaging or losing your SIM card.
- If you are a frequent traveler, you will find the eSIM very convenient for switching network operators at a much easier rate.

How to Activate an eSIM

First check if your phone is compatible by dialing ***#06#** on your smartphone.

Your device should display an EID number – which means that your device is eSIM capable

Visit any Airtel shop where our seasoned customer care executive will walk you through the process of setting up your eSIM using the QR code

Please click [here](#) to locate the nearest Airtel Shop.

Airtel eSIM FAQs

1. What is eSIM?

An eSIM (embedded-SIM) is a form of programmable SIM card that is embedded directly into a device (in this case a phone). Instead of a physical and removable SIM, an eSIM consists of software installed onto an Embedded Universal Integrated Circuit Card (eUICC) chip permanently attached to your phone

2. How do I know my phone is eSIM enabled?

Dial *#06#. You should see the eSIM identifier labelled “EID” on either Apple or Android devices

3. Where can I get an Airtel eSIM?

Visit any Airtel shop with your ORIGINAL ID to upgrade to an eSIM. The agent at the shop will guide on the process. To find an Airtel shop near you, dial *100#

4. How do I get a SIM replacement when I lose my eSIM line?

Visit the nearest Airtel shop with your ORIGINAL ID so that you can be assisted

5. I bought a new phone that is not eSIM compatible. Can I swap my line back to a regular physical SIM?

Yes, you can. You would have to visit an Airtel shop with your ORIGINAL ID to perform a SIM replacement after which a physical SIM will be issued to you.

6. Can I perform all regular activities on eSIM (Check balance, buy data, activate Value Added Services etc.)?

Yes, all activities above and many more can be performed on the eSIM when it is active

7. Can I use both Safaricom eSIM & Airtel eSIM on my phone?

It varies from one device to another. Check the SIM settings on your device to know if you can operate both

8. Does Airtel sell eSIM enabled phones?

Yes, we do. For more details, visit an Airtel shop. To find an Airtel shop near you, dial *100#

9. Will I have to change my mobile number to get an eSIM?

No, you maintain your mobile number when you get an eSIM

10. Can I roam with my eSIM?

Yes, you can roam with your eSIM

11. Can an eSIM profile be used more than once?

No. an eSIM profile can only be used in a single device. If you want to use your mobile number in a new device, you will need to carry out a fresh eSIM replacement and scan a new QR code to download a new profile.

