

Client Support Document: eSIM Guide

What is eSIM?

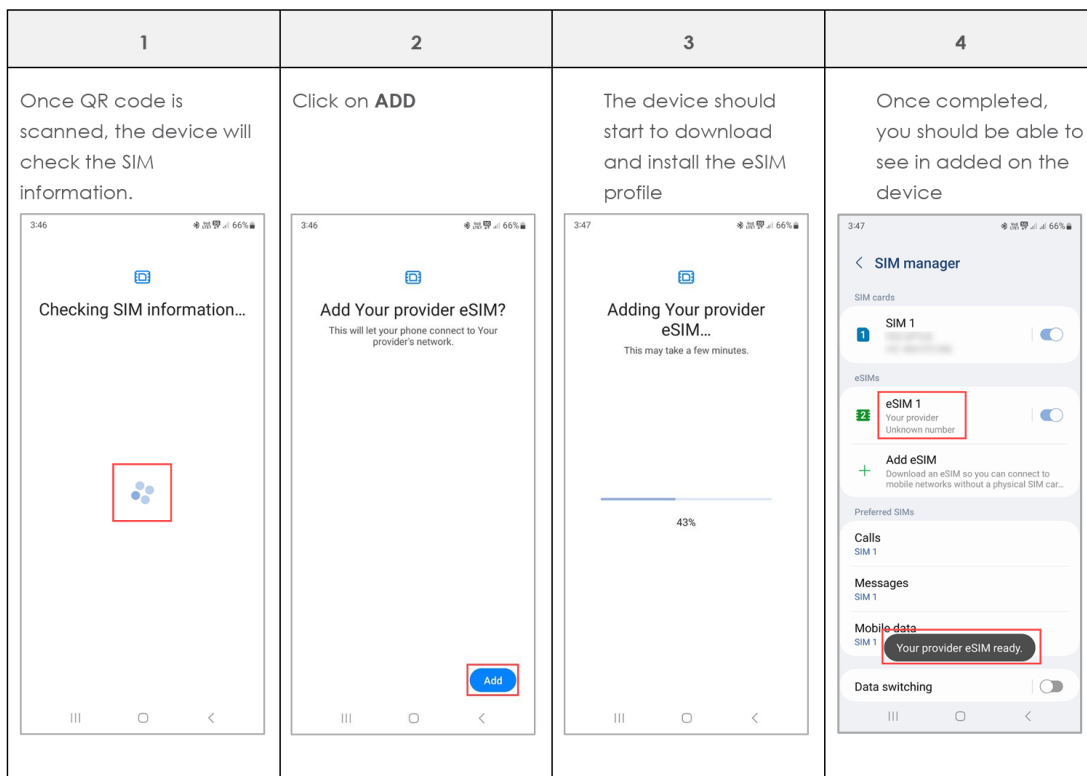
An eSIM (embedded SIM) is a digital version of a SIM card. It's built into your device, activated with a QR code, and works exactly like a physical SIM — without the plastic.

Getting Started with WTCO eSIM

1. Confirm your phone is eSIM compatible.
2. Request your eSIM profile from WTCO.
3. Scan the QR code provided.
4. Your service activates instantly.

Samsung example: eSIM activation screens (your screen may vary)

The below screenshots are from a Samsung Device. Your screen appearance may differ from below.



Using eSIM When Travelling

- Contact WTCO before leaving Australia to enable roaming.
- Add an International Travel Pack for lower roaming costs.
- Your eSIM can hold both your WTCO number and a local SIM (dual SIM) if supported.

Switching or Upgrading Plans

- WTCO can update your eSIM profile remotely.
- No need to wait for a replacement SIM card.
- Perfect for fast changes in business or personal needs.

Device Compatibility

eSIM is supported on most modern smartphones, including:

Apple iPhone:

- iPhone XS, XR and later (all models including Pro and Pro Max).

Samsung Galaxy:

- Galaxy S20, S21, S22, S23, S24 series.
- Galaxy Note 20.
- Galaxy Z Flip and Galaxy Z Fold models.

Google Pixel:

- Pixel 4 and later.

Other brands:

- Oppo Find X3 Pro, X5 Pro, and newer models.
- Motorola Edge series.
- Some Huawei and Microsoft Surface Duo devices.

To check your phone: go to Settings → Mobile/Cellular → Add eSIM.

FAQs

Q: Can I use both eSIM and a physical SIM?

A: Yes. Many devices support dual SIM (one eSIM + one physical SIM).

Q: What if I change phones?

A: WTCO can transfer your eSIM profile to your new device.

Q: What if my phone isn't eSIM ready?

A: WTCO will supply a traditional SIM card instead.

Support

For assistance with setup or activation:

1300 765 985

service@wtco.com.au