

Activating your new eSIM



We would like to give you some more explanation on how to activate your new SIM card.

An eSIM with a new number or number porting from another operator

We will guide you step by step to activate your eSIM



1. Check if **the device** you want to use is **compatible with an eSIM**.



2. **Scan the QR code** in the email you received from us and follow the instructions.



3. **Download your eSIM profile** and perform the activation.



4. **And done!** You can now use your eSIM.

Tip: Make sure you have a stable internet connection.

Good to know

Did you choose to keep your number? Then we will start the number transfer as soon as you download your eSIM profile.

Keep in mind that it can take **up to 24 hours** on working days to transfer your number.



Business

Transferring your existing Telenet number to an eSIM

First check if your phone is suitable for an eSIM. If that is the case, you can request your new eSIM via your Fleet manager or via the Telenet app.

eSIM requested via your Fleet manager



1. Scan the QR code in the email you received from us and follow the instructions.



2. Download your eSIM profile and perform the activation.



3. And done! You can now use your eSIM.

Tip: Make sure you have a stable internet connection.

Request eSIM via your Telenet-app



1. Sign in with your fleet details.



3. You will receive a code via SMS to prove your identity. Enter it in the app.



5. And done! You can now use your eSIM.



2. We automatically check if your device is suitable for eSIM.



4. Follow the steps in the app.

Do you have an Android device?

Then your settings will be automatically updated and your eSIM profile activated.

Do you have an iOS device?

Then you will be redirected to your settings to activate your eSIM profile.

Your PIN and PUK code.

You will receive your PIN and PUK code via email. To use your new eSIM, you need the PIN code. Keep these codes safe. Forgot your PIN code? Then you need to enter the PUK code. You always find them in My Telenet under Your SIM cards.



Business