

TERMS AND CONDITIONS

eSIM-EMBEDDED SIM

The following terms will have the specific meanings assigned thereto in these Terms and Conditions:

eSIM Offer: 10GB non-expiry data bundle rewarded on every new eSIM activation.

eSIM: Embedded SIM (Subscriber Identity Module).

eSIM QR Code: QR code for installation of eSIM profile on a compatible device.

eSIM Profile: A virtual profile that stores a user's subscription and network settings, allowing them to connect to MTN Ghana's network.

1. Criteria for eligibility

- 1.1 Customers with compatible eSIM devices will be allowed to sign up for the service. Requests with incompatible devices will be declined.
- 1.2 To check for device compatibility with eSIM, dial ***#06#** and the barcodes will display EID numbers confirming the device is compatible. If no ICCID/EID is displayed, this means the device is not SIM compatible.
- 1.3 Customers with devices partially locked to other operators will not be eligible to activate MTN eSIM. The device should be fully unlocked to access this functionality.
- 1.4 Customers with existing physical SIM cards can convert their physical SIM cards to eSIM and new customer can also request for new SIM MTN numbers.
- 1.5 Both new and existing mobile customers of MTN Ghana may sign up for eSIM on any MTN Ghana mobile plan. Customers must confirm their mobile plan; that is Prepaid (Pay As You Go) or Postpaid (Pay Monthly) in their Application for processing.

2. eSIM Application Process

- 2.1 The application process shall vary for existing customers who have completed their biometric registration and for new customers or customers who have not completed their biometric registration.
- 2.2 For existing customers who have completed their biometric capture, the eSIM application will be done online via MY MTN App and MTN Website. Each request will be processed within 24 to 48 working hours.



- 2.3 As part of the application process, users will need to provide their personal information for verification purposes to enable their request to be processed. By proceeding with the Application, users consent to MTN obtaining the required information to process the Application and if the Application is approved a QR code shall be issued to customer via email.
- 2.4 New eSIMs will be sold at the same cost/price as traditional or physical SIM cards.
- 2.5 New customers who wish to acquire new MTN eSIM numbers are required to visit any MTN service centre for the necessary verification and biometric capture to complete SIM registration process. Customers can proceed to initiate a request via MY MTN App for an eSIM. This also applies to existing customers who have not completed their Biometric registration.
- 2.6 Customers are to check for compatibility of their device before making a request for eSIM. A list of compatible devices is available on the MTN Ghana website (the link is available at Clause 6 below).

3. eSIM Delivery

- 3.1 Upon successful completion of the application process, the eSIM QR Code Voucher (“activation QR code”) will be sent to the customer’s registered email address as indicated in the application. The QR code is used for the activation of an eSIM profile and must be kept confidential.
- 3.2 SIM swap will be initiated upon successful QR code download by customer to activate the eSIM for use. In the case of a new number application, the serial number associated with the customers profile will be used to create the number.
- 3.3 It is the responsibility of each customer to ensure that the QR code is kept confidential. MTN Ghana is neither responsible nor liable for any such warranted or unwarranted disclosure on customer’s part.

4. eSIM Installation (via QR Code)

- 4.1 Customers are required to have an internet connection to activate eSIM on their eSIM enabled device.
- 4.2 Customers will have to install their eSIM via their eSIM-compatible mobile devices. (the link with compatible devices is available at Clause 6 below).
- 4.3 Customers are advised to scan the QR Code using their devices to download their eSIM profile. Upon successful QR code scan, customers are to await final confirmation from an agent confirming successful eSIM activation according to the instructions provided.

- 4.4 The QR code can only be used on a single device and cannot be re-used by the same user or any other user again on the same device or on any other device.
- 4.5 If you lose your eSIM enabled device or the eSIM enabled device is stolen and the eSIM profile is loaded on it, you will need to contact Customer Care for support to prevent unauthorized use of your profile on the phone.
- 4.6 In the case of a lost or stolen device you will only be able to reactivate your eSIM service on your new device after obtaining a new activation QR code from MTN Ghana.

5. eSIM Offer

- 5.1 Customers will be rewarded free 10GB once-off non-expiry data offer on all new eSIM activations.
- 5.2 For the avoidance of doubt, the very first installation of an eSIM profile on an MSISDN counts as a new activation.

6. Devices compatible with eSIM

Kindly refer to the link below to access list of eSIM-compatible devices

<https://www.gsmarena.com/results.php3?sSIMTypes=4>

7. Changes

MTN reserves the right, at its sole discretion, to modify or replace these Terms at any time. If a revision is material, we will try to provide at least three (3) days' notice prior to any new terms taking effect. What constitutes a material change will be determined at our sole discretion.

Subject to the foregoing, MTN reserves the right to change these terms and conditions at any time as posted on the MTN Website. By participating in this campaign, you shall be deemed to have accepted these and any varied terms and condition which shall be posted on the offer.

8. Applicable law and jurisdiction

The applicable law of these terms and conditions shall be the laws of Ghana and the courts of Ghana shall have jurisdiction in any matter(s) arising herein.

9. Business address

Location: MTN House, Independence Avenue,

West Ridge, Accra Ghana

Division: Marketing Mobile: 0244300000

