



IPKO eSIM – New technology for the new world

The cutting-edge IPKO eSIM technology is a digital SIM card, integrated as a software into your device, replacing the standard SIM card. This service is dedicated to IPKO's clients.

IPKO eSIM is available to all new and existing IPKO mobile network users.

Activating your eSIM is a breeze! Simply scan a QR code online and you're good to go - fast, easy, and secure.

**Are you an existing client or would you like to join us?
All you need is a device that supports eSIM technology.**

Visit one of your nearest IPKO shops and request activation of your number with IPKO or replacement of your current card with IPKO eSIM.

After submitting your request at one of our shops, you will receive the QR code for activation of IPKO eSIM*.

*You can also receive the code and instructions through: e-mail address, Websselfcare or MyIPKO application.

1.DOWNLOADING THE IPKO eSIM QR CODE

Connect your mobile phone to an available Wi-Fi network. The procedure for downloading the eSIM profile is encoded and protected by security certificates, so that activation can be done without any worries through a Wi-Fi network. The new IPKO eSIM profile will be automatically downloaded to your device.

2.SCANING AND CONFIGURING THE IPKO eSIM QR CODE

Before scanning the QR code to activate IPKO eSIM, you need to follow some steps on your device*:

For Android:

1. Go to "Settings".
2. Select the "Connections" option.
3. Find the "SIM card manager" section.
4. Click "Add mobile plans".
5. Select the "Scan IPKO eSIM QR code" option.
6. Scan the QR code and enter the PIN code.
7. Confirm "Yes"

Then the eSIM profile will be automatically installed on your device and you will be registered on the IPKO mobile network.

For iOS operating system (iPhone):

1. Go to "Settings".
2. Select the "Mobile Data" or "Cellular" option.
3. Click on "Add Data Plan" or "Add eSIM".
4. Click "Continue".
5. Scan the QR code and enter the PIN code.

Then the eSIM profile will be automatically installed on your device and you will be registered on the IPKO mobile network.

*Important note:

The procedure for downloading an eSIM profile may vary slightly depending on the manufacturer and model of your device. Therefore, sometimes it may be necessary to check your phone manual for the eSIM configuration steps.

**To use mobile services, you must first make a "first activation call".

After following the instructions and scanning the QR code, the new IPKO eSIM profile will appear on your device.

HOW MANY TIMES CAN YOU TRY TO SCAN THE IPKO eSIM QR CODE?

You have up to 5 attempts to scan the QR code to install the IPKO eSIM profile on your device. After 5 unsuccessful attempts to install the eSIM profile on your phone, you need to apply for a new eSIM/QR code.

In case you miss the opportunity to activate/download the eSIM profile on your device, then you will be able to:

- reset the standard SIM to the device.
- apply for new QR code

PROCEDURE OF DOWNLOADING NEW eSIM PROFILE/QR CODE

In case your IPKO eSIM profile has been deleted from your device (or in case the device is damaged, lost, you have an eSIM profile on a device and you want to change the device or you did not install initially the eSIM profile on your device, trying to scan the QR code more than 5 times), you will not be able to reuse the QR code to download the IPKO eSIM profile.

In this case, you need a new eSIM profile/QR code that will be provided by IPKO.

You must visit one of the IPKO shops where after filling the re-activation request, you will receive the eSIM profile/QR code for activation (in printed format) along with the IPKO eSIM configuration instructions.

**You can also receive the code and instructions through: E-mail address.

For businesses - Standard procedures shall apply, where the person authorized by the business will sign the contract and receive the IPKO eSIM QR code.

