**VALID eSIM IaaS FAQ**

GENERAL QUESTIONS

1. What is eSIM IaaS?

eSIM IaaS stands for embedded SIM Interoperability as a service. eSIM IaaS intention is to serve as an Internet meeting point for companies, mainly device manufactures and designers1, interested in testing their eUICC2 enabled devices with Mobile Network Operators (MNOs) profiles acting in their target markets.

1 a.k.a. OEMs & ODMs

2 eUICC a.k.a. eSIM

1. Why using eSIM IaaS for testing eSIM enabled devices?

eSIM technology is not new but it is still on its infancy in terms of widespread adoption. As a result, the risk of on-the-field incidences because of lack of devices interworking is very high. That potential malfunctioning might represent customer care and after sales avoidable costs for both MNOs and OEMs.

Legacy devices using traditional SIM card holders were easy to test. Just by inserting any commercial SIM or test equipment SIM in the standard plug-in re-pluggable format, the device was able to connect to a network and perform the intended actions for debugging purposes. However, eUICC soldered form factor adds complexity to the prototypes’ testing and debugging process. As a result, makers struggle to test the right eSIM-device behaviour along the entire lifecycle, that is to say, downloading, enabling, disabling & deleting MNO profiles.

eSIM IaaS service makes available a complete suite of eSIM ecosystem elements for the OEM to test MNOs’ profiles lifecycle.

At the core of the service and as key pillar of the above mentioned suite is the SM-DP+ subscription manager platform.

1. How much does eSIM IaaS cost?

eSIM IaaS cost is defined as “High Value Service for Free”. So, there is NO additional cost or fee to be paid to any party beyond the inherent cost of assigning internal resources to test.

1. Do I have to sign a service agreement with any party?

As long as eSIM IaaS service is for free there is no need to sign any agreement with the parties. As a result, VALID will be NOT be liable and/or responsible with respect to any third-party claim for liabilities, losses, damages, costs or expenses arising out of the service usage.

MNOs RELATED QUESTIONS

1. Why should I enrol the service?

As of today, devices attaching to a mobile network were very much controlled by the MNO and many of them pre-tested in advance prior to commercial launch. eSIM technology is a game changer. There will be many MNO’s customers bringing their own eSIM enabled devices that are not previously tested and subject to face IPP profiles-eSIM-LPA-Device hardware interworking problems. That situation leads to customer dissatisfaction and customer care costs.

By enrolling the eSIM IaaS service OEMs will have the opportunity to test your IPP profiles and lifecycle in advance to avoid and / or reduce the potential lack of interworking costs.

1. What can I expect in exchange?

VALID will provide in a quarterly basis a full report with the names of OEMs using downloading profiles form the SM-DP+, the number of successful and unsuccessful operations and the potential failure root causes.

1. How to enrol the service?

You can contact directly your VALID account representative or make the query directly into our landing page [https://landing.valid.com/interoperability-as-a-service-program-esim](https://landing.valid.com/interoperability-as-a-service-program-esim%20). You will be contacted by VALID technical team to follow the process according to your needs.

1. How many profiles do I have to provide?

That is up to you. You can provide as many testing profiles as you handle commercially or just having an ad-hoc profile for testing. The closer the testing IPP to the commercial one, the better for successful interworking results.

1. Will my competitors have access to my profiles?

All OEM and device makers enrolling the service will be properly identified and authenticated in the SM-DP+ platform.

1. Will devices connect to my commercial network?

No. The profiles downloaded from eSIM IaaS will not allow access to real networks.

1. Do I have to provide airtime?

Airtime is not needed. The profiles downloaded from eSIM IaaS will not allow access to real networks.

1. What is the level of support expected by MNOs?

No technical or administrative support commitment is required. In case of an OEM reports an issue with your IPP, it will be reported. However, it will be up to you to provide support for further investigation or not.

1. Will OEMs contact me for support in case of incidence?

VALID will NOT provide contact information about enrolled MNOs to OEMs at any time without a prior MNO written authorization.

1. How can I unsubscribe from the service?

OEMs will have a predefined period of time of 2 months to perform the testing. That period is extendable via new enrolment query. MNO can decide to recall its profile and unsubscribe from service at any time. From that date onwards the profile will not be available so that no OEM will be allow to download it.

OEMs RELATED QUESTIONS

1. What kind of devices are eligible for eSIM IaaS testing?

All eSIM enabled devices regardless the form factor, that is to say, whether they have a soldered eSIM inside or a SIM card holder to plug an external eSIM. The requirement is to have the LPA according to SGP.22 technical specification. It is important to remark that Android devices may leverage the LPA provided by Google. In any case, Valid is willing to support the OEM if needed.

1. How to enrol the service?

You can contact directly your VALID account representative or make the query directly into our landing page [https://landing.valid.com/interoperability-as-a-service-program-esim.](https://landing.valid.com/interoperability-as-a-service-program-esim.%20) You will be contacted by VALID technical team to get the SM-DP+ platform access credentials. The flow would be:

* + An OEM user requests Valid an account to perform tests. Valid responds via email sending an URL to the OEM to create the account.
	+ The OEM creates an account.
	+ From then on, the OEM user can test downloads using those available Activation Codes that will remain associated only to this OEM user account.
	+ Using the GUI, the OEM will be able to release profiles for new tests (not real subscriptions).
1. How to get access to the service?

You will get the SM-DP+ platform access credentials during the service enrolment process. Credentials will be provided per single user linked to a professional email address.

1. How long the service would be available?

You will get an initial testing period of 2 months form enrolment date to perform testing with available MNO profiles. Additional extension periods of 2 months can be required. MNOs can unsubscribe the service at any time and retrieve the profiles after your testing period, so just take into account that previous IPPs might not be available during the extension period.

1. Do I need training to use the service?

Yes. VALID offers 1h training to be performed after the enrolment process. we will also have a Graphical User Interface in order to make it easier for the user.

1. Does it work with any market eSIM regardless the vendor?

Yes, testing can be performed with any market eSIM, regardless vendor or manufacturer. In any case, Valid is willing to provide the OEM with eSIM samples if needed.

1. Would MNOs know that I am testing with their profiles?

Yes, MNOs will be reported about their IPPs usage and the company’s name using the profiles.

1. My preferred MNO is not enrolled in eSIM IaaS service, may I include its profile?

Of course, any MNO is welcomed to join the initiative. Your preferred MNO just have to go through the enrolment process to make their profiles available. Those profiles will be available also for other OEM users too.

1. I have a device but I have NO eSIMs, could I get eSIMs to test?

Yes, VALID can offer a set of 5 eSIM consumer devices either on MFF2 soldered or plug-in form factors. Samples delivery will be considered in a case by case basis.

1. I have an eSIM enabled device, but I have NO LPA implemented, can I get an LPA for testing purposes?

Yes, VALID can provide you with an Android based LPA or a Windows based LPA for testing purposes although no support is provided in case of lack of interworking. There is NO testing LPA available for other OS platforms such as Linux.

1. What is the expected support level?

eSIM IaaS is conceived as a Do It Yourself testing service. In case of an issue is detected working with a given IPP, a notification will be sent to the MNO for information. However, there is no commitment from MNOs or VALID to support in case of failure.

1. What do I do if the profile does not work?

You can contact directly to your VALID account representative or make the query directly to this email esim.iaas.oem@valid.com. The MNO will be informed by Valid if any issue has been identified in the profile. Nonetheless, it is important to remark that this service is provided ‘AS IS’ in order to promote interoperability for the industry as a whole and the MNO is not obliged to modify its profile.

1. What do I do if the platform is not available?

You can contact directly to your VALID account representative or make the query directly to this email esim.iaas.oem@valid.com so that we can take corrective actions. Nonetheless, it is important to remark that this service is provided ‘AS IS’ in order to facilitate interoperability for the industry as a whole and this “High Value Service for Free” service is not subject to a Service Level Agreement.

1. How many profiles are available in the platform?

This service is established in order to promote interoperability for the industry. Therefore, the service is open to any MNO willing to provide its profile. Valid is actively promoting this “High Value Service for Free” service to a great variety of MNOs.

1. How many profiles I can get access to?

All OEM users will have access to all available MNO profiles because this service is open in order to facilitate interoperability for the industry as a whole.

1. Are those profiles active subscriptions to connect to the network?

NO. The profiles downloaded from eSIM IaaS will not allow access to real networks.

1. How much airtime is available?

Airtime is not provided. The profiles downloaded from eSIM IaaS will not allow access to real networks.