

AVAILABLE NOW

Activate instantly WITH



Instantly Connect to Ultra Mobile with an eSIM!

Ultra Mobile now has eSIM available in the Retailer Portal - effective 6/29/23!

You already love to activate Customers on our fast, fun and easy Ultra Retailer Portal, but now you can also activate eSIMs! You now have the ability to activate any Customer (new or existing) instantly on the Retailer Portal.

eSIM is a powerful tool that gives Customers the flexibility of having multiple lines of service on their device. Plus, now you can easily activate iPhone 14, which is eSIM only, on Ultra through the Portal.

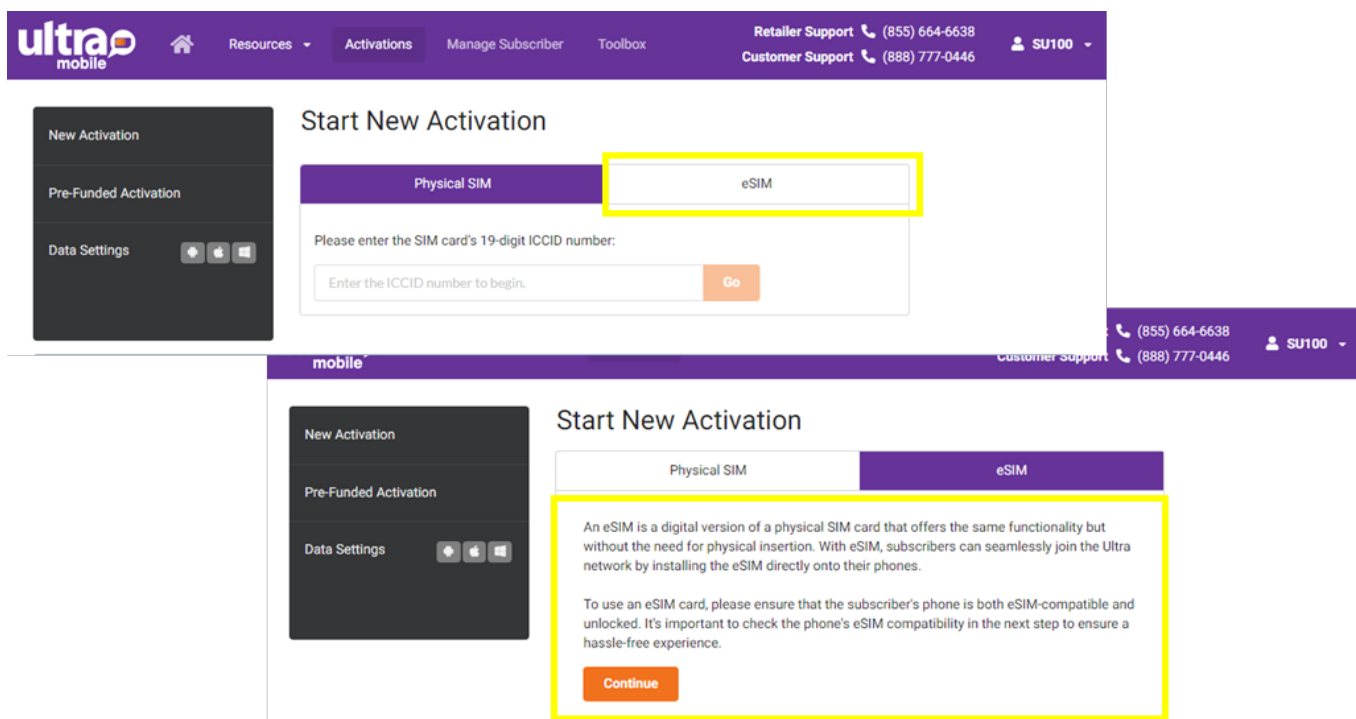
A compatible eSIM device is required. Please check compatibility through your Retailer Portal.

Here are some useful tips and common FAQs for you and your Customers to smoothly transition to an eSIM.

How to complete your Ultra eSIM Activation

Step 1: Click eSIM in the Activation

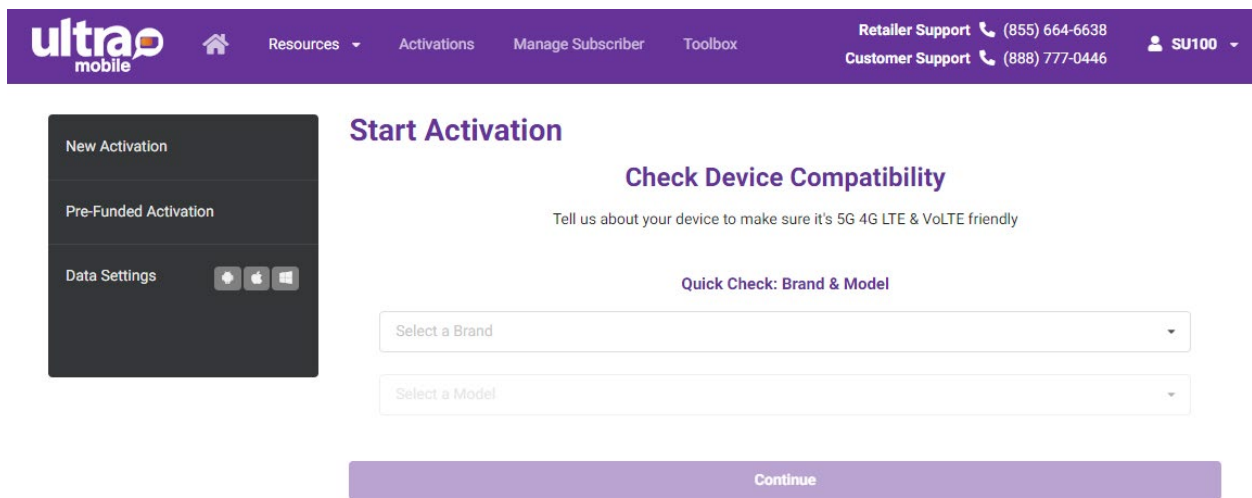
When activating a Customer in the Retailer Portal, choose eSIM instead of Physical SIM. **Note:** An eSIM is assigned automatically, manual entry is not required.



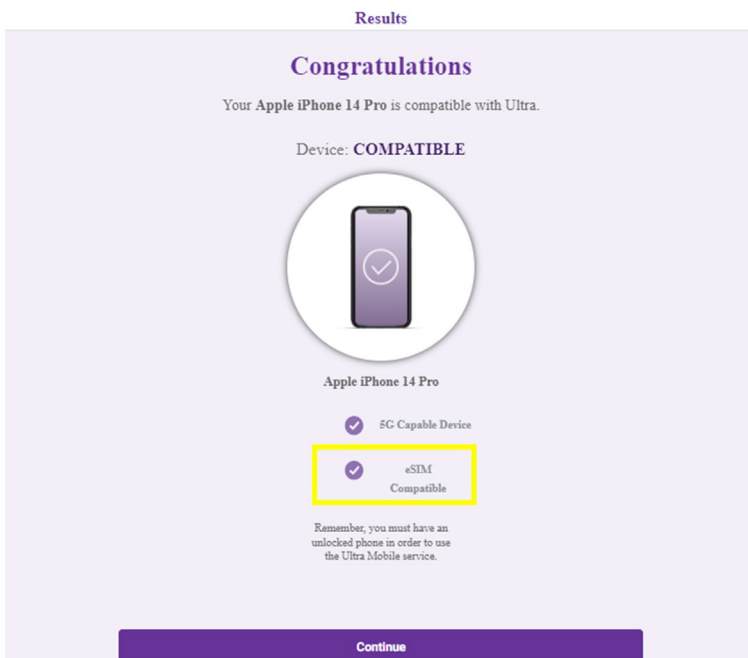
Step 2: Check eSIM compatibility

In the Retailer Portal check the Customers device compatibility by the devices brand and model, or through the devices IMEI number (recommended).

If you already know that the device is eSIM compatible you can select any compatible device and continue. Please note that we only officially support eSIMs in Apple, Google and Samsung devices.



Start Activation



Once confirmed the device is compatible, move on to step 3. If the device is not eSIM compatible please activate using a physical SIM card.

Step 3: Continue Activation process

Follow regular activation flow of account setup and plan selection. Once completed select Activate, then fund the activation using your preferred TSP.

Personalize Your Plan

Zip Code: 92626

Selected Plan
Name: 250MB | 1 Month
Plan Amount: \$15.00

Activation Status
Sim Delivery Type: eSIM
Phone Number: N/A

	1 MONTH	3 MONTHS	6 MONTHS	12 MONTHS
250 MB 5G + 4G LTE	\$15.00 Total: \$15.00	\$13.00 Total: \$39.00	\$11.00 Total: \$66.00	\$10.00 Total: \$120.00
2GB 5G + 4G LTE	\$19.00 Total: \$19.00	\$16.00 Total: \$48.00	\$15.00 Total: \$90.00	\$14.00 Total: \$168.00
3GB 5G + 4G LTE	\$24.00 Total: \$24.00	\$22.00 Total: \$66.00	\$21.00 Total: \$126.00	\$20.00 Total: \$240.00
6GB 5G + 4G LTE	\$29.00 Total: \$29.00	\$28.00 Total: \$84.00	\$27.00 Total: \$162.00	\$25.00 Total: \$300.00
15GB 5G + 4G LTE	\$39.00 Total: \$39.00	\$36.00 Total: \$108.00	\$35.00 Total: \$210.00	\$30.00 Total: \$360.00
Unlimited 5G + 4G LTE	\$49.00 Total: \$49.00	\$46.00 Total: \$138.00	\$45.00 Total: \$270.00	\$40.00 Total: \$480.00
Unlimited+ 5G + 4G LTE	\$59.00 Total: \$59.00	\$56.00 Total: \$168.00	\$55.00 Total: \$330.00	\$50.00 Total: \$600.00

Recurring Add-ons

You may only add recurring add-ons to the subscriber's account, one at a time.

UpINTL

Cost: \$5.00 Credit: \$6.25	Cost: \$10.00 Credit: \$12.50	Cost: \$20.00 Credit: \$25.00
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Globe Unlimited

Add Monthly for \$10.00

uTalk

Add Monthly for \$10.00

Language

English or Español or 中文

Activate **Port**

Step 4: Enter Customer Info

It is important to enter the Customers valid email address as the QR code to install the eSIM on the Customers device will be emailed to the Customer

Step 5: Fund the Account

Add funds using TSP, Credit Card or PINs

Step 6: Scan QR code

Activation is now complete, click on eSIM Installation instructions to install the eSIM on to the device.

The screenshot shows the Ultra Mobile Retailer Portal interface. At the top, there is a navigation bar with the Ultra Mobile logo, a home icon, and menu items: Resources, Activations, Manage Subscriber, and Toolbox. On the right side of the navigation bar, there are contact numbers for Retailer Support ((855) 664-6638) and Customer Support ((888) 777-0446), along with a user profile icon labeled 'SU100'.

The main content area displays the following information:

- Phone Number:** (714) 466-4556
- Activation Status:** Complete. A green checkmark icon is shown next to the word 'Complete'. Below it, the text reads: "You can now install eSIM into your subscribers phone."
- Activation Status Details:**
 - ICCID: 8901240357100251631
 - Sim Delivery Type: eSIM
 - Activation Type: NEW
 - Phone Number: (714) 466-4556
 - Created: 06/09/2023 03:40 pm
 - Status: Completed
- eSIM Section:** A yellow box highlights the 'eSIM' heading and an orange button labeled 'eSIM Installation Instructions'.
- Wi-Fi Calling Section:** An orange button labeled 'Manage Wi-Fi Calling & E-911 Address'.
- Configure Data Settings Section:** Three orange buttons labeled 'Android', 'Apple', and 'Windows'.

Press continue to display the QR code. A copy of the QR code will also be sent to your Customer via email. If you have trouble with the QR Code, a manual option is available.

The screenshot shows the Ultra Mobile Retailer Portal interface with a modal window open for eSIM installation. The navigation bar is identical to the previous screenshot.

The modal window, titled 'eSIM', contains the following information:

- Header:** 'Sunita esim (714) 466-4556'.
- Plan Information:** 'Current Plan 250MB | 1 Month', 'Plan Amount \$15'.
- Status Section:**
 - ICCID: 8901240357100251631
 - Standing: Active
 - Account Type: Individual
 - Payment Due Date: 07/09/23 11:59 PM PST
 - Auto Recharge: Off
 - Renewal Balance: \$0.00
 - Amount Due: \$15.00
- Buttons:** A purple button labeled 'Make a Payment' is located below the status section.
- QR Code Section:** A yellow box highlights the QR code area. It features a QR code icon, the text 'eSIM', and a close 'X' button. Below the QR code, there is a message: "Please ensure that the eSIM is installed on the correct device." followed by two numbered instructions:
 1. Once an eSIM is installed on a device, it cannot be installed on another device.
 2. Once an eSIM is deleted from a device, it cannot be reinstalled.
 A purple button labeled 'Continue' is positioned at the bottom of this section.

Step 7: Device Activation

The QR code is available for IOS and Android devices - select the correct option. Scan the QR code with the phone that is being activated..

NOTE: The Device **MUST be on WiFi** in order to download the eSIM onto the device.

ultra mobile Resources Activations Manage Subscriber Toolbox Retailer Support (855) 664-6638 Customer Support (888) 777-0446 SU100

Sunita esim
(714) 466-4556
Current Plan 250MB | 1 Month
Plan Amount \$15

Status

ICCID:	8901240357100251631
Standing:	Active
Account Type:	Individual
Payment Due Date:	07/09/23 11:59 PM PST
Auto Recharge:	Off
Renewal Balance:	\$0.00
Amount Due:	\$15.00

Balances

Wallet:	\$4.00
INTL Dialing:	\$0.00
uTalk:	None
INTL Roaming:	\$0.00
5G • 4G LTE Data:	250MB left (100%) 250MB / 250MB

eSIM

Please ensure that the eSIM is installed on the correct device.

- Once an eSIM is installed on a device, it cannot be installed on another device.
- Once an eSIM is deleted from a device, it cannot be reinstalled.

IOS Android

QR Code

- Go to **Network & Internet** in your device **Settings**.
- Tap on **Add Mobile Network** (the + icon)
- Select **Download a SIM instead**.
- Follow directions on your device till you reach the scanner.
- Tap on the **Need help** button below the scanner.
- Proceed with **Enter it manually** and paste the QR code there.

OR

Manual Installation

Before using your Ultra plan, you'll need to install your eSIM. To install, go to your phone settings and enter in the information below or refer to your specific phone's manual.

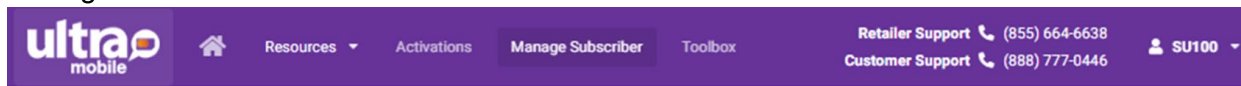
Network & Internet > Add Mobile Network > Download a SIM Instead > Need Help > Enter Details Manually

SM-DP+ ADDRESS: t-mobile.idemia.io

ACTIVATION CODE: SSKRPFEDS0H4BWJD4PQB64

After the QR code has been scanned the device will go through its activation process and connect to the network. The Customer's device will provide prompts for the Customer to make preference selections. Once all the required device prompts are completed the activation process will be confirmed and the device can be used.

Note: If you need to retrieve the QR code for the Customer, you can go to their subscriber profile under manage subscriber to retrieve their eSIM details.



Sunita esim
(714) 466-4556

Current Plan 250MB | 1 Month ●
Plan Amount \$15

Status

ICCID:	8901240357100251631
Standing:	Active
Account Type:	Individual
Payment Due Date:	07/09/23 11:59 PM PST
Auto Recharge:	Off
Renewal Balance:	\$0.00
Amount Due:	\$15.00

Make a Payment

Balances

Wallet:	\$4.00
INTL Dialing:	\$0.00
uTalk:	None
INTL Roaming:	\$0.00
5G • 4G LTE Data:	250MB left (100%) 250MB / 250MB

Transaction History

Subscriber Actions:

Recharge 	Load Wallet 	Manage Plan
Auto Recharge 	UpData 	UpIntl
Globe Unlimited 	UpRoam 	uTalk
WiFi Talk & Text 	Edit Profile 	SIM Swap
eSIM 	Notifications 	Transaction History

FAQs:

Do I need to activate a Physical SIM then swap to an eSIM?

No, now you can activate your Customers number on an eSIM directly in your Ultra Retailer Portal!

What should I do if I don't see a QR code?

There is also an option to manually enter the code.

You can also check the Customer's email to see if they have been emailed a copy of the QR code. If you require further assistance, please contact Retailer Support at (855) 664-6638.

How much do eSIMs cost?

There is no charge for eSIMs to you as an authorized Ultra Retailer.

How many eSIMs can I activate?

There is no limit to the number of eSIMs you can activate, however you can only provision (Activate without funding) 10 eSIMs. Once you have provisioned 10 eSIMs you will need to fully activate (complete activation by funding a provisioned eSIM) before you can provision any more.

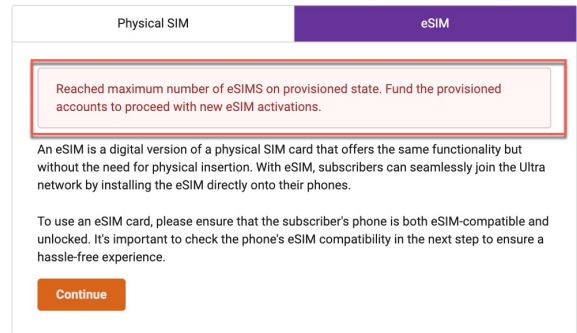
How will I be paid commissions for eSIM activations?

Commissions for eSIM activations are paid in the same way Physical SIMs are paid.

Can I see if an activation was a physical SIM or an eSIM in my Ultra Retailer Portal?

Yes, we've added a column in your Activation History that shows if the Customer is on a Physical SIM (PSIM) or eSIM.

Start New Activation



ICCID	MSISDN	Name	Plan	Type	Activation Status	User Status	SIM Type	Started	Updated
8901260093136545218	(714) 466-4128		250MB 1 Month	NEW	Completed	Active	PSIM	06/08/2023 12:10 pm PDT	06/08/2023 12:10 pm PDT
8901240357100995476	(714) 466-4408	Kevin TestActivation	250MB 1 Month	NEW	Completed	Active	ESIM	06/09/2023 10:51 am PDT	06/09/2023 10:51 am PDT
8901260093136529253	(714) 466-4410	Automation Test	250MB 1 Month	NEW	Completed	Active	PSIM	06/09/2023 10:59 am PDT	06/09/2023 10:59 am PDT
8901240357100322648	(714) 466-4416	Cristina Esim0609	250MB 1 Month	NEW	Completed	Active	ESIM	06/09/2023 11:18 am PDT	06/09/2023 11:18 am PDT
8901240357100048722	(310) 462-1938	Ibrahim Demo	250MB 1 Month	NEW	Completed	Active	ESIM	06/09/2023 01:40 pm PDT	06/09/2023 01:40 pm PDT
8901240357100512222	(424) 426-7755	Ibrahim Esim	250MB 1 Month	NEW	Completed	Active	ESIM	06/09/2023 02:23 pm PDT	06/09/2023 02:23 pm PDT
8901240357100410633	(714) 466-4553	orga test2	2GB 1 Month	NEW	Completed	Active	ESIM	06/09/2023 03:39 pm PDT	06/09/2023 03:39 pm PDT
8901240357100251631	(714) 466-4556	Sunita esim	250MB 1 Month	NEW	Completed	Active	ESIM	06/09/2023 03:40 pm PDT	06/09/2023 03:40 pm PDT
8901260093136539427	(657) 346-9597		250MB 1 Month	NEW	Completed	Active	PSIM	06/12/2023 11:11 pm PDT	06/12/2023 11:11 pm PDT
8901260093136541829	(657) 346-9631		250MB 1 Month	NEW	Completed	Active	PSIM	06/12/2023 11:16 pm PDT	06/12/2023 11:16 pm PDT

What is Dual SIM?

Dual SIM allows your Customer to use two phone numbers at the same time. For example, they can use one number for business and another number for personal. A Customer can have one number using an eSIM and one number using a physical SIM. eSIM-only devices, like iPhone 14, 14 Plus, 14 Pro, and 14 Pro Max allow for two eSIMs on the same device.