

Telstra Wholesale eSIM Companion Plan FAQs



What is eSIM Companion Plan?

Telstra Wholesale's eSIM Companion Plan provides capability to activate and support cellular capable smart watches, with an eSIM/eUICC. With cellular connectivity, end users can use voice and data on their companion device independently from their paired smart phone. Please note that existing eSIM capability is required in order to support eSIM Companion plans.

What are the benefits for MVNOs?

- New opportunities to grow mobile revenue with new services and products, attract and retain customers, and increase ARPU by offering smartwatch connectivity to meet consumer demand.
- The ability to create mobile ecosystems to drive customer loyalty – Offer customers the convenience of combining their connectivity options under your service, using one number.
- A new way to stand out in the MVNO market – Be among the first MVNOs in Australia to offer companion plans for smartwatches.
- Help put your brand at the forefront of MVNO innovation – We invest in world-class technology and expertise, including our partnership with world-leading radio connectivity partner Ericsson, to bring MVNOs new opportunities for growth. Companion devices are just the start of our IoT journey.

What are the benefits for consumers?

- Freedom – End users can leave their phone at home but stay connected with voice and data services on their smartwatch on the Telstra Wholesale Mobile Network. Learn more here: <https://www.telstrawholesale.com.au/mobile-network.html>
- Simplicity – End users can use the same number as their current phone service and manage it on one bill.
- Easy to set up – It's simple and easy for your customers to get started with activation through their primary device.

What devices are compatible?

Watches must be cellular enabled, eUICC (eSIM) smartwatches that are GSMA-compliant. This includes Apple watches and Samsung Galaxy watches, amongst others.

What is Telstra Wholesale One Number capability?

Telstra Wholesale One Number refers to the capability for end users to make and receive calls from their Smartwatch using their primary number. The watch eSIM will still have an independent service number but this will not be visible to the end user.

How does activation work?

Activating eSIM Companion Plan requires a smartphone with an active pairing to a cellular enabled smartwatch. The end user is able to initiate and complete the activation process via their primary smartphone, after which the eSIM profile is loaded onto the secondary device and activated.

Is SMS enabled?

No, mobile network-based SMS or MMS capability is not supported as part of eSIM Companion Plan. Over-the-top messaging services utilising mobile data, such as iMessage for Apple watches, as well as other compatible vendor-specific proprietary messaging protocols, can be supported depending on the vendor's technical/device requirements and limitations (e.g. the primary device may need to be switched on and connected to the network).