

1. To use an eSIM, your device must be carrier-unlocked and eSIM-compatible. Please find eSIM-compatible devices here: <https://www.airalo.com/help/about-airalo/what-devices-support-esim> 2. The eSIM's validity period starts when the eSIM connects to any supported local network/s, and it must be activated on Airalo within the expiry date stated on this e-voucher. 3. You will need a stable internet connection to install the eSIM. We recommend installing it before you travel so you can connect to a mobile network upon arrival. 4. Please do not delete the eSIM once it has been installed. Do not enable roaming before turning on your eSIM line as you may incur charges from your telco provider. 5. If you experience connectivity issues, please restart your device and double-check that you're connected to a supported network. 6. If the issue persists, please contact our 24/7 support team at support@airalo.com or chat with them live on the Airalo website or app.