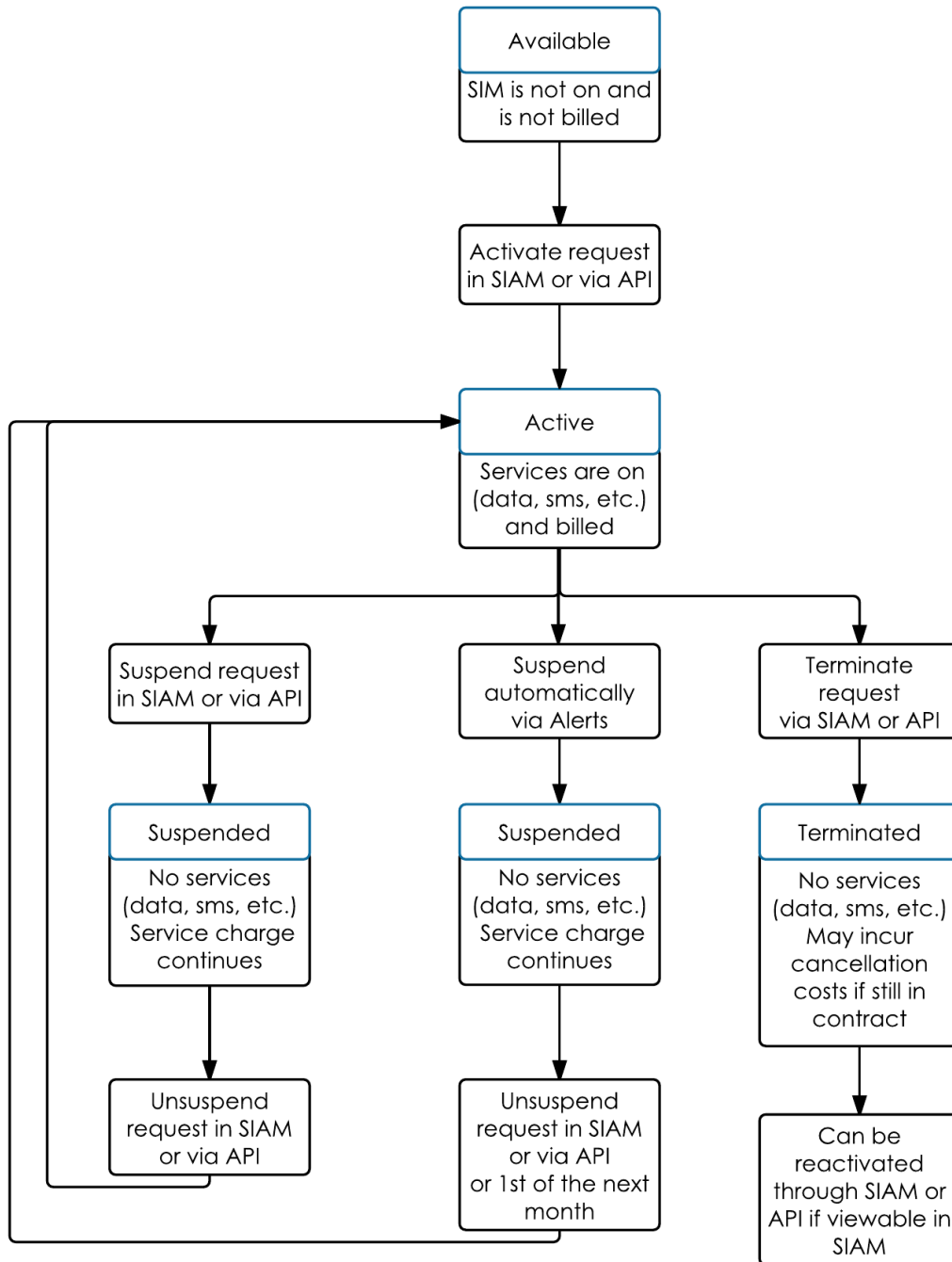


SIM States Explained by Eseye



Terms

Available – A SIM card with package assigned and ready for activation.

Active – A usable SIM card with services enabled on a predefined tariff.

Disabled – A SIM card with all services (data, SMS, voice, etc) turned off by Eseye. To re-enable contact Eseye. The service contract continues to be billed.

Suspended – A SIM card with all services (data, SMS, voice, etc) turned off by the customer. The service contract continues to be billed. To re-enable use the SIAM portal/ API or contact Eseye. If triggered by an alert profile it will re-enable at the beginning of the next billing period.

Terminated – A SIM card without the ability to authenticate on the network. May incur a cancellation cost if still in contract. May or may not be able to be used again.

