



TIM launches portal for seamless transfer from physical SIM cards to eSIMs

IDEMIA Secure Transactions supports TIM Brasil with an eSIM management platform

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TIM, one of the largest mobile operators in Brazil, has launched a portal allowing customers to exchange their physical SIM card for an eSIM free of charge. eSIMs are an industry-standard digital SIM that allows users to activate a cellular plan without the need for a physical SIM card.

The web portal is accessed via smartphone and through the mobile network, enabling the operator to automatically recognize the physical SIM card.

On the portal, customers indicate the device that they are using, provide their CPF (*Cadastro de Pessoas Físicas*), and then enter the phone number they wish to migrate to eSIM. They then receive an activation code to copy/paste into the device's eSIM configuration. Once this process is complete, the physical SIM card is deactivated, and the number is transferred to the eSIM.

IDEMIA Secure Transactions provides TIM Brasil's Consumer eSIM platform

Mobile operators are encouraging the migration from the physical SIM card to eSIM because there are no costs associated with transportation, storage, or much lower inventory management costs. In addition, eSIMs ensure that customers can fully access the 5G network and its features as older physical SIM cards do not guarantee full access to 5G Standalone networks.

This move marks a significant step towards streamlining mobile services in Brazil while enhancing the customer experience. As eSIM technology continues to grow, both users and operators stand to benefit from its convenience, cost-efficiency, and improved access to future network innovations.