



# SIM States Explained by Eseye

Document Reference: 8344

November 2018

Version: 2

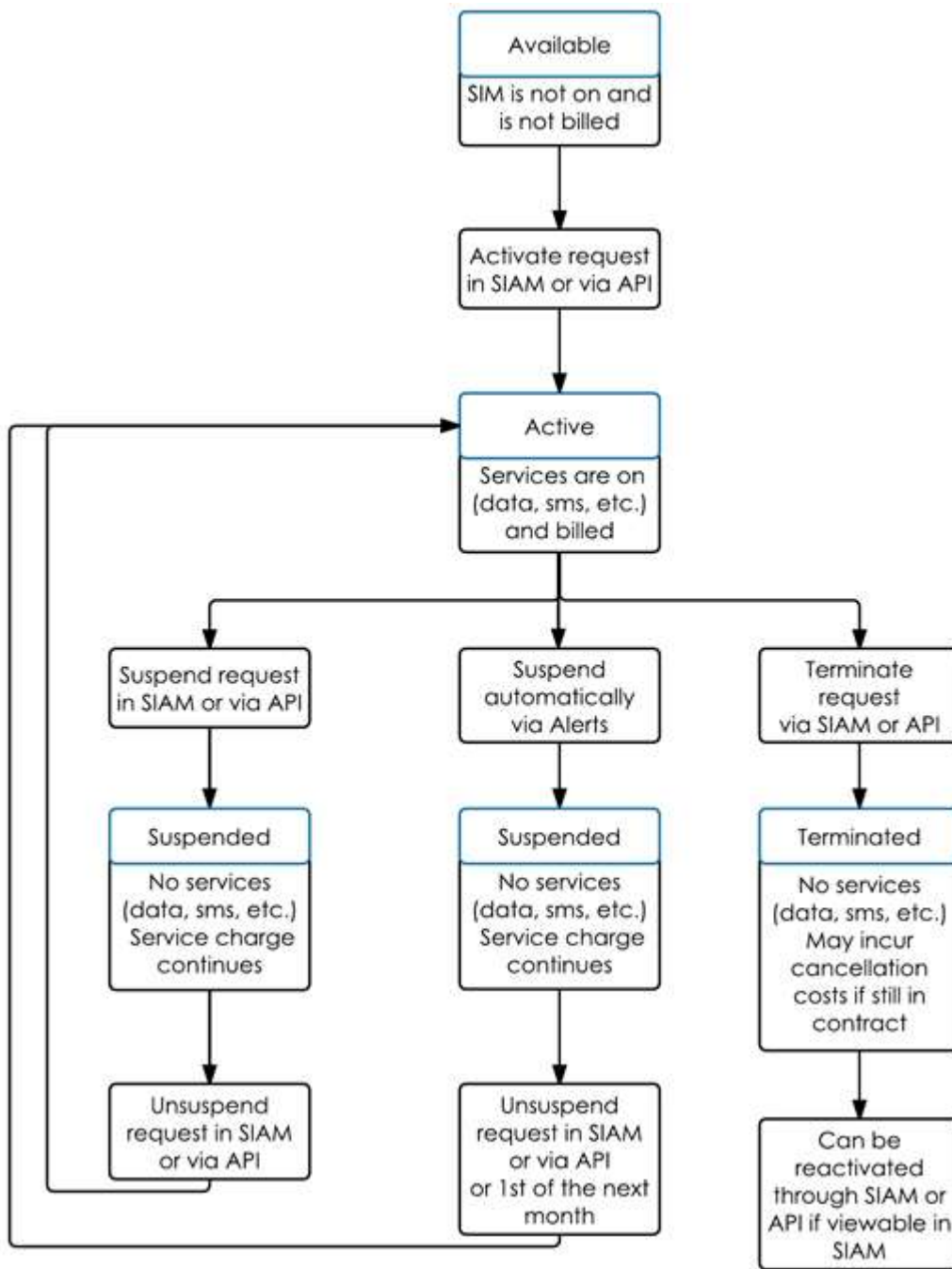


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## Terms

### Available / Unprovisioned<sup>1</sup>

A SIM card with package assigned and ready for activation. 'Available' means that the SIM card has never been activated, 'Unprovisioned' indicates that the SIM has previously been used.

### Active / Provisioned<sup>2</sup>

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. 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.

## Tigrillo API Terms

When using the Tigrillo API, the following responses are used to indicate the SIM state :

Status	'Reason'	Meaning
available		SIM can be activated (never has been)
unprovisioned		SIM can be activated (has been previously terminated)
provisioned		SIM has been activated with services enabled on a predefined tariff.
suspended	customer	SIM suspended on customer request
	profile	SIM suspended by e.g. customer defined usage limit being reached
	admin	SIM suspended by Eseye
pendingProvision		SIM is in process of being activated
pendingDeprovision		SIM is in process of being terminated

<sup>1</sup> The states Available and Unprovisioned are synonymous

<sup>2</sup> The states Active / Provisioned are synonymous

