

Terms and Conditions

Econet Telecom Lesotho reserves the right to revise these Specific Terms and Conditions for the Travel eSim product at its discretion and/or terminate, suspend in whole or in part of the Travel eSim service without prior notice. Use of the Travel eSim product will constitute acceptance of these Specific Terms and Conditions and the amendments thereof.

Service Overview:

Travel eSim is a product offering exclusive to Econet Telecom Lesotho subscribers travelling out of Lesotho/abroad. The product enables a customer to purchase an eSim & a data bundle at the same time. The eSim can be used for data roaming & has a specific validity period.

1. How It Works:

- a. Econet Travel eSim is only available to customers with eSim capable devices. The customer is responsible for ensuring their device has eSim capability. This is a critical check before making a purchase.
- b. A customer should purchase an eSim for the country being travelled to.
- c. A customer may use airtime or EcoCash to make a purchase. For post-paid customers, the amount will be included on their bill.
- d. The eSim profile will be automatically removed from the customer's device when the bundle expires.
- e. The eSim may only be used in the specific country where the customer has travelled to & cannot be used when the customer is back home.
- f. The customer will receive the eSim QR code via email or WhatsApp upon eSim purchase.
- g. Depending on the specific country's KYC requirements, the customer may be required to take a picture of their passport on the details page & a selfie.
- h. There will be no number assigned to the eSim, the eSim is just a profile which the customer will use for data roaming.
- i. The customer's normal Econet sim card will remain in use for voice & SMS services.

2. Coverage:

- a. Econet Travel eSim is available is over 200 destinations including South Africa, USA, China etc. The Travel eSim page on Econet website provides the full list.
- b. eSim may be purchased before or during the trip provided that the customer has internet connection.
- c. The eSim will be in use only for data roaming as per coverage on the website. The eSim profile is not transferable nor usable in another country/network other than the one stipulated on the Travel eSim page.