

SIM / eSIM Activation Report

Activation success rates, time analysis, and failure diagnostics

Report Period: Q1 2026 | Confidential

91.7%

Activation Rate

8

Carriers

634

Activations

3m 12s

Avg Time

Executive Summary

We tested 634 SIM and eSIM activations across 8 carriers in 6 countries. Physical SIM activations showed a 96.1% success rate, while eSIM QR-code activations achieved 87.3%. The main failure points were QR code scanning issues on older devices and carrier-side provisioning delays.

Activation by Carrier

Carrier	Type	Tests	Success %	Avg Time	Status
T-Mobile US	eSIM	112	93.7%	2m 45s	Good
Vodafone DE	Physical	98	97.9%	1m 30s	Excellent
Orange FR	eSIM	87	85.1%	4m 10s	Needs Review
Turkcell TR	Physical	76	95.0%	2m 05s	Good
Airtel IN	eSIM	72	82.0%	5m 20s	Action Required
STC SA	Physical	68	96.5%	1m 48s	Good
KDDI JP	eSIM	64	89.1%	3m 30s	Needs Review
Claro BR	Physical	57	94.7%	2m 15s	Good

Failure Analysis by Device

Device	eSIM Failures	Root Cause	Frequency
iPhone 12/13	QR scan timeout	Camera focus delay in low light	12%
Samsung S22	Profile download	Carrier server timeout	8%
Pixel 7	Activation stuck	Android eSIM API bug	6%
iPhone 14+	None significant	—	<2%

Device	eSIM Failures	Root Cause	Frequency
Xiaomi 13	QR not recognized	Non-standard QR format	15%

Recommendations

1. Implement manual eSIM code entry as fallback for QR scanning failures.
2. Work with Orange FR and Airtel IN on provisioning server response times.
3. Test QR code rendering at higher error-correction levels for Xiaomi devices.
4. Add retry logic with exponential backoff for carrier API timeouts.

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