FAQ elcoSIM

1) At what point does the validity period of a SIM card start?

   SIM cards are delivered in the status "Ready for activation". At the first use it starts automatically and activates the individual SIM card and thus the runtime and commercial billing. The status of a SIM card can be viewed online at any time at www.elco-automation.cloud.

2) Which countries belong to the basic rates?

   In our standard EU tariff, the use of the data packages is limited to the EU+2 countries (see tariff information at www.elco-automation.de).

3) Which network operators are available?

   With elcoSIM, additional network operators are connected in the respective basic tariff. Depending on network availability, the SIM card logs into the respective networks prioritised by Telefonica Germany. Telefónica Germany reserves the right to adjust the selection and prioritisation of the individual network operators for each country. An overview of the available network operators can be found at www.elco-automation.de. Use outside the defined mobile networks and countries is blocked. Steering SIM card contracts are offered as standard. Here the M2M device connects into the provider's networks according to a preference list.

4) Who are the contractors?

   The contractors of ElcoSIM are the customer and the biller of the SIM cards. The invoicing party and contractual partner for the SIM cards is HARDMOUNTAIN BV, Demmersweg 66, 7556 BN Hengelo, The Netherlands. Elco Industrie Automation GmbH is a sales partner of HARDMOUNTAIN BV.

5) Why is there a 21% VAT at my bill?

   In the Netherlands, 21% VAT applies to mobile phone contracts. Since the contracting party is HARDMOUNTAIN BV, 21% VAT is due.

   Elco Industrie Automation GmbH is a sales partner of HARDMOUNTAIN BV.

6) How can I pay the SIM cards?

   The payment of the SIM cards will be done by PayPal. Therefore a PayPal account is required. Once a week on Friday is a billing run and the bills are sent according to the paid SIM cards. Uncovered bookings are invalid and do not receive an invoice until payment is made.

7) What are the APN accesses to the SIM cards?

   The APNs are:
   - iotde.telefonica.com
   - m2mde.telefonica.com
   - iot.telefonica.de

8) What are the terms and conditions?

   For the terms and conditions, please follow this link: https://elco-automation.cloud/impressum