

## FAQ on « Discontinuation of Personal eSIM / Multi Device Option 'Automotive' »

### 1. What exactly is changing?

As of May 27, 2026, Swisscom will no longer support the Multi Device option "Automotive" or **the Personal eSIM service in vehicles**.

Your Swisscom phone number will remain available for in-car communication, but **without the Follow-me function**.

The existing Automotive eSIM will **no longer be renewed or reinstalled**.

This means:

- The eSIM already installed in your vehicle will continue to work **only as long as**:
  - it is **not removed**, and
  - **there is no vehicle change**.
- After an eSIM deactivation or a vehicle change, usage will no longer be possible.

To maintain a stable connection in your vehicle in the future, you will need an alternative solution.

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### 2. Why will the Personal eSIM / Automotive eSIM no longer be supported?

The service is being discontinued because Swisscom will no longer provide technical support for the current vehicle eSIM solution.

As a result, reliable functionality can no longer be guaranteed, particularly when changing vehicles or applying software updates.

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### 3. What will no longer work after May 31, 2026?

The following functions will no longer be available:

- Use of the Personal eSIM / Automotive eSIM for **new vehicles** or **after a reset**.
- The **Follow-me** function (number forwarding between vehicles).

An already installed eSIM will only work in a **limited and temporary** way.

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### 4. What possible performance impacts could there be for me?

If you take **no action**:

- Your connectivity/data connection may stop working.
  - The Follow-me function will no longer be available.
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## 5. What alternatives do I have?

To continue using multi-device in-vehicle communication, you will need:

- **A SIM reader** (vehicle accessory) - available from your car dealer.
- **A Swisscom Multi Device SIM card** - as a replacement for the previous eSIM.

This allows you to connect your vehicle as usual.

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## 6. What do I need to do?

### 1. Obtain a SIM reader from your car dealer.

This accessory allows the use of a physical SIM card in the vehicle.

### 2. Order a Multi Device SIM card from Swisscom:

- Open cockpit.swisscom.ch on your main device.
  - Click on “Devices & SIM”.
  - Click “Show Multi Device options” and select the desired option.
  - Under “SIM type”, select a physical SIM card.
  - Complete your order.
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## 7. Will there be additional costs for the SIM card?

- If your subscription **already includes Multi Device**, there are **no additional costs**.
  - If Multi Device is not included, the cost remains **CHF 10 per month**.
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## 8. How does the service work with the BMW SIM Reader?

With the SIM reader and a Swisscom SIM card, you can continue to:

- Use your vehicle’s **communication functions**.
- Use the SIM reader as a **vehicle hotspot**.

If you use multiple vehicles, you must always take the SIM reader with you, as it works independently of the vehicle.

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## 9. What happens if I switch to a **Protect & Connect** subscription?

- For **business customers**, the Automotive eSIM remains functional until **migration to the new portfolio**.
  - When switching to **Protect & Connect**, the existing Automotive eSIM is **deactivated immediately**.
  - Ideally, switch to the current portfolio early to avoid service interruptions.
  - See step 6 for reactivation.
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## 10. Will my **Multi Device** option be terminated automatically?

No.

The option itself remains active until you modify or cancel it in the Swisscom Cockpit.

If you no longer need the option, you can cancel it yourself in the Cockpit.

The **CHF 10 per month** fee will end after cancellation.

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## 11. Do I need to take action if I no longer want to use the option?

**Yes.**

If you no longer wish to use the option, you must **actively cancel it in the Swisscom Cockpit**.