PRODUCT SUPPORT

IoT SIMs

Updated March 31, 2025



Managed 5G & 4G Roaming IoT SIMs suitable for any application with the ability to access to all major networks.

Our multi-network resilient IoT SIMs are available with flexible tariffs to provide you with the best option to control costs. The flexible data bundles vary from 1MB to 500GB and beyond. If the requirement of an application changes after installation the tariff can be easily adjusted.

To protect your chosen device, every SIM is set up with a Private APN and our global roaming capabilities ensure the best guarantee of network availability. We offer eUICC SIMs and eSIM that can roam on to 5G and 4G on all major networks around Europe, as well as being able to send data via 3G and 2G, offering even greater resilience. Static IP addresses are also available, allowing users to connect to their device on-demand, in real-time, for requirements such as remote viewing.

Latest information
https://csl-group.cloud/support/iot-sims/

FAQs

Is my IoT SIM card roaming enabled?

As standard, all our managed SIMs are enabled for roaming and have access to all major networks.

The only SIMs that do not have roaming enabled are our Unlimited Data Three SIMs.

Can my SIM plan be amended after purchase?

Yes! If the requirement of an application changes after installation the tariff can be easily adjusted. Our multi-network SIMs are available with flexible tariffs to provide you with the best option to control costs. The flexible data bundles vary from 1MB to 500GB and beyond.

What happens if I go over my specified data allowance?

If you go over the data allowance specified in your data plan, we will reach out to you to inform you and offer to upgrade your current plan. Exceeding your specified data allowance may induce a fee and/or may result in a temporary deactivation.

Why is my IoT SIM not able to make voice calls or send SMS messages?

Your device must include the country code when calling/texting a number. E.g. When sending an SMS message or making a call to **07123 456 789**, enter this as **00447123456789** or **+447123456789.**

Why is my IoT SIM not able to receive calls or SMS messages?

When calling or texting a IoT SIM number, the country code needs to be included. E.g. The number **37123456789** needs to have a 00 or + included before it (i.e. **0037123456789** or +**37123456789**).

What SIM sizes are available and how to do I order the different sizes?

CSL SIMs come in three sizes. Standard, Micro and Nano. By default, the standard SIM size is sent out when making an order. To order a Micro or Nano sized SIM, please include the size you would like in the Special Instructions box during checkout.

Why is my IoT SIM not able to send or receive data?

All our SIMs are managed under a private APN network. To get your device working over the data using an IoT SIM, you must enter in your device the APN details included with your SIM order. If you do not know the APN details or have lost them, please contact our Technical Support team at +44 1895 474 444 (Option 7) or iotsupport@csl-group.cloud for assistance. Please have your SIM ICCID or phone number at hand.

Why is my SIM losing connectivity?

Cellular connectivity is dependent on available coverage and good positioning of the device and aerial. If connectivity is not reliable, we recommend repositioning the aerial/device and checking the local area for any network issues flagged up by the mobile operators. Please refer to mobile operator coverage checkers.

Is there an unlimited data bundle available?

Yes! CSL offers Unlimited Data SIMs subject to fair monthly use policy. Voice and SMS are not possible.

Useful Links

MNO Coverage Checkers

- O2 Coverage Checker (https://www.o2.co.uk/coveragechecker)
- Three Coverage Checker (http://www.three.co.uk/Discover/Network/Coverage)
- Vodafone Coverage Checker (https://www.vodafone.co.uk/network/status-checker)
- EE Coverage Checker (https://coverage.ee.co.uk/coverage/ee)

SIM Ordering



Our range of IoT (M2M) equipment, including IoT SIMs and IoT Routers, can be purchased, activated and managed on our M2M Connect (https://m2mconnect.csldual.com/) portal.

SIM Guides

CSL SIMs
(https://csl-group.cloud/sim-guides/csl-sims/)

CSL SIMs (Pre-activated)
(https://csl-group.cloud/sim-guides/csl-sims-preactivated/)

Ajax
(https://csl-group.cloud/sim-guides/sim-ajax/)

Eaton
(https://csl-group.cloud/sim-guides/sim-eaton/)

Homeye
(https://csl-group.cloud/sim-guides/sim-homeye/)

Honeywell
(https://csl-group.cloud/sim-guides/sim-honeywell/)

Orisec
(https://csl-group.cloud/sim-guides/sim-orisec/)

RISCO
(https://csl-group.cloud/sim-guides/sim-risco/)