

Get your team online in any country

A step-by-step guide for company admins: set up your account, send eSIMs to your travellers, and keep track of every trip from one dashboard. With a reference section for your board.

● Set up your account

● Send eSIMs

● Travellers get online



What this guide covers

Three parts. You set up the account once, then send eSIMs whenever someone travels. Your travellers install theirs and are online when they land. Part four, from page 12, answers what your board will ask before approving.

01

Set up your account

- Request access and get approved
- Sign the Business Terms and DPA
- Add your company details and logo
- Add credit by card or bank transfer

02

Send eSIMs

- Create packages for the countries you travel to
- Invite your people
- Send an eSIM now or on a date
- Or share a company eSIM link

03

Travellers get online

- An email with the install code
- Install before the trip, in a minute
- Online as soon as they land
- You see every trip on your dashboard

01

Set up your account

From approval to a dashboard ready to send. About five minutes, once.

STEPS 1 TO 2

Get approved and sign

1 Request access

Fill in the short form on zwitchy.io/business. We check every company and email you when your account is approved.

2 Sign the two documents

Sign in with the email we approved. Someone allowed to sign for the company accepts the Business Terms and the Data Processing Agreement, each one separately. A signed copy is emailed to you.

You sign once. When we update the terms, we email your admins and show a notice in your dashboard.

Welcome, Maria. Two signatures, then you are in.

Document 1 Zwitchy for Business Terms

Document 2 Data Processing Agreement

Signed by Maria Keller, Office Manager

Copy Emailed as a PDF

Sign the Business Terms

Sign the DPA

Add your company details and credit

3 Company details and branding

Your legal name, address and VAT number go on your invoices. Your logo and colours go on every email your travellers get. You can change all of it later in Settings.

4 Add credit

eSIMs are paid from prepaid credit. Top up by card in a minute, or by bank transfer. Turn on auto top-up so you never run dry mid-trip.

Every admin gets an email when credit runs low. Receipts, invoices and the monthly statement also go to your invoice email.

Billing

Pay by	Card or bank transfer
Auto top-up	When credit runs low
Receipts and invoices	Every top-up, in Billing
Monthly statement	Emailed each month
Low credit alert	Emailed to every admin

02

Send eSIMs

Make a package once, then send it to anyone on your team who travels, in a few clicks.

STEPS 5 TO 6

Create a package and invite your people

5 Create a package

Pick one country, several, or a region. Choose how much data and how many days. Your team sends from these packages, so make one for each trip type you have.

6 Invite your people

Add travellers and other admins by email, one by one or from a list. Group them in departments and give each person or department a monthly budget if you like.

NAME	DEPARTMENT	ROLE	STATUS	LIVE ESIMS	
PS Priya Shah priya.shah@acme.test	Engineering Cost centre CC-220	Admin	Active	1	Manage
MK Maria Keller (you) maria@acme.test	None	Admin	Active	0	Manage
JB Jonas Becker jonas.becker@acme.test	Engineering Cost centre CC-220	Traveller	Active	1	Manage
LM Lucas Martin lucas.martin@acme.test	Events	Traveller	Invited	0	Manage
SR Sofia Rossi sofia.rossi@acme.test	Events	Traveller	Active	1	Manage

STEP 7

Send an eSIM

7 Choose who, where and when

Pick a person (or type an email for a guest; guests have a monthly limit), pick the package, and send now or on a date before the trip. Sending to many people at once works from a list too.

● Requests from your team

Travellers can ask for an eSIM themselves. You approve or decline it on Home.

Send your first one to yourself: you get exactly the email your travellers get.

SEND AN ESIM

✓ Traveller

✓ Destination

3 Date

4 Check and send

When does the trip start?

Optional. The eSIM is emailed right away; this date does not delay it. The package days start when the eSIM first connects at the destination, not on this date. We use it to remind the traveller the day before if the eSIM is not installed yet, and an unused eSIM is never revoked before the trip.

📅 Tomorrow

📅 Mon, 12 Oct

📅 Mon, 19 Oct

No date

Or pick a date

10/10/2026 📅

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OPTIONAL

Share a company eSIM link

- **For events and groups**

Make a link or code for a package, then share it in an invitation or a team chat. Each person claims their own eSIM with their email, on the web or in the Zwitchy app.

- **You stay in control**

Set how many people can claim it, until when, and optionally only for your email domain. Turn it off at any time.

Offsite Lisbon 2026

QK7M - 3E2P

Claimed

18 of 40

Ends

14 Nov 2026

Who can claim

Emails at acme.com

03

Travellers get online

No SIM swap and no roaming bills. They keep their own number for calls and messages.

FOR YOUR TRAVELLERS

Install once, online on arrival

1. The email

Each traveller gets an email with your logo, the package and an install button. On an iPhone or Android phone it installs in a tap.

2. Install before the trip

Installing takes about a minute on Wi-Fi. The days only start counting when the eSIM first connects at the destination.

3. Online on landing

They switch on the eSIM for data when they land. If they need more, you add data from the dashboard, or it renews itself.

TRAVELLER	PACKAGE AND COUNTRY	STATUS	DATA	TRIP
 Jonas Becker Engineering	USA 5 GB	 Not installed	None yet of 5 GB	Starts 10 Oct Days start on first use →
 Priya Shah Engineering	Japan 10 GB	 Paused by an admin	1.2 of 10 GB	Starts 8 Oct Ends 21 Oct Resume →
 Sofia Rossi	Spain trade fair 3 GB	 Out of date		Starts 7 Oct ▶

04

For your board

What decision makers ask before they approve: how paying works, who controls spending, security, data protection, the contract and how to leave.

SUMMARY

Why Zwitchy for Business

Mobile data abroad for your travelling staff and guests. The company pays from prepaid credit, and your admins manage it all in one dashboard.

No roaming bills

Travellers use a data eSIM abroad instead of roaming on their home plan. Nobody pays with their own card and claims it back later.

One dashboard

Every trip, eSIM, person, charge and document in one place, shared by all your admins.

Prepaid and in control

Spending comes from credit you add in advance. Budgets, approvals and a pause level keep it inside the limits you set.

Pay for what is used

A fixed fee for each eSIM you send, then only the data that is used. No monthly fee and no contract length while the account is in use.

They keep their number

Their own SIM stays in the phone for calls and texts. The eSIM carries data only and installs in about a minute.

Many countries

Packages for one country, several, or a whole region. The dashboard shows which countries are available before you send.

How paying works

1 Prepaid credit

You hold credit in euros. Add it by card, with any card fee shown before you pay, or by bank transfer against an invoice.

2 Two kinds of charge

A fixed fee when you send an eSIM. Then data for each GB used, at the rate of the country it is used in. You see both before you confirm.

3 A pause level

Below the level in your dashboard, all eSIMs pause until credit is added. Usage arrives with a delay, so the balance can dip below zero: that part is due at once.

4 Price changes

Rises, the eSIM fee included, come 7 days ahead by email and in the dashboard, or at once if a network raises its price to us at short notice.

Before credit runs out

Low credit email	To every admin, below the level you choose
Runway email	When credit covers less than three days at last week's pace
Travel credit card	Days left at this pace, on every page
Auto top-up	Charges your saved card when credit falls below your level
If a top-up fails	A red note in Billing and an email to admins
If eSIMs pause	Travellers get a short email, and another when data works again

Invoices, VAT and unused credit

Invoices and receipts

A receipt for each card payment. For a bank transfer, a pro-forma invoice first, then the final invoice when the money arrives. All show your legal name, address and VAT ID.

Monthly statement

Emailed each month: every eSIM fee and the data each eSIM used, with credit movements and the closing balance. Credit notes are issued when we pay credit back.

VAT

Companies in the EU give a VAT ID at setup, checked against the EU VIES register. Where reverse charge applies, the invoice says so and you account for the VAT.

Unused credit

Credit does not expire and is not refunded, also not on closing. We do refund it if you close within 30 days of a Terms change because you reject it, or if we end the agreement for a reason other than your breach or inactivity.

Inactive accounts

After more than 6 months with no activity at all, admins get a warning. From 30 days later a monthly maintenance fee may come off the credit, never below zero. One sign-in stops it.

Long inactivity

After 24 months with no activity we may close the account. Admins get an email 60 and 30 days before. The remaining credit is then not refunded.

Who can spend, and how much

- **Monthly budgets**

For a department or one person, covering eSIM fees and data. A send that would go over it needs a confirmation. By default nobody is cut off mid-trip: admins get an email at 80% and 100%. You can choose to pause eSIMs when a budget is used up instead.

- **Departments and cost centres**

Group people in departments and give each person a cost centre for your own reports.

- **Requests and approval**

Travellers ask for an eSIM and an admin approves or declines it. Optional auto-approve sends at once only what fits a package and the budget.

- **Members get their own**

Off by default. Turned on, members pick one of your packages themselves, and their budget still applies.

Roles

Owner	One admin. Closes the account, manages admins, hands ownership on
Admin	Credit, packages, sending, people and settings
Custom roles	None, view or edit for each area of the dashboard
Traveller	Receives eSIMs and can ask for one. Sees no prices and no credit
New admin added	Every admin gets an email
Budget month	Calendar month, in UTC
Spend export	CSV by person or department, matching the monthly statement

Sending and automation

Now, later or in bulk

Send to one person, or paste up to 500 addresses at once. Schedule a send for a date and time. Nothing is charged until it goes out, and Cancel stops it.

Company eSIM links

A link or code for one package, with a use limit, an end date and, if you like, your email domain only. A link for more than 20 people must be limited to your email domain. One eSIM per email address. Turn it off at any time.

Install reminders

Set a trip date and, if the eSIM is still not installed the day before, we remind the traveller and tell you.

Unused eSIMs

An eSIM never installed is revoked automatically after the period shown in your dashboard, counted from the trip start if later. Admins are warned a week before. Its fee is not refunded.

Add data and auto-renew

Add a package's data to the same eSIM, with nothing to reinstall. Or let it renew when data runs out, when the package ends, or both, up to 20 times.

Pause, resume, revoke

Pause stops data within a minute and Resume turns it back on. Revoke cancels an eSIM that was never installed. Removing a person pauses their company eSIMs.

Visibility and reporting

- **Home and trips**

Home lists what needs you: eSIMs not installed before a trip, travellers out of data, requests and low credit. Each eSIM shows live data use and its journey, from sent to package end.

- **Usage and activity**

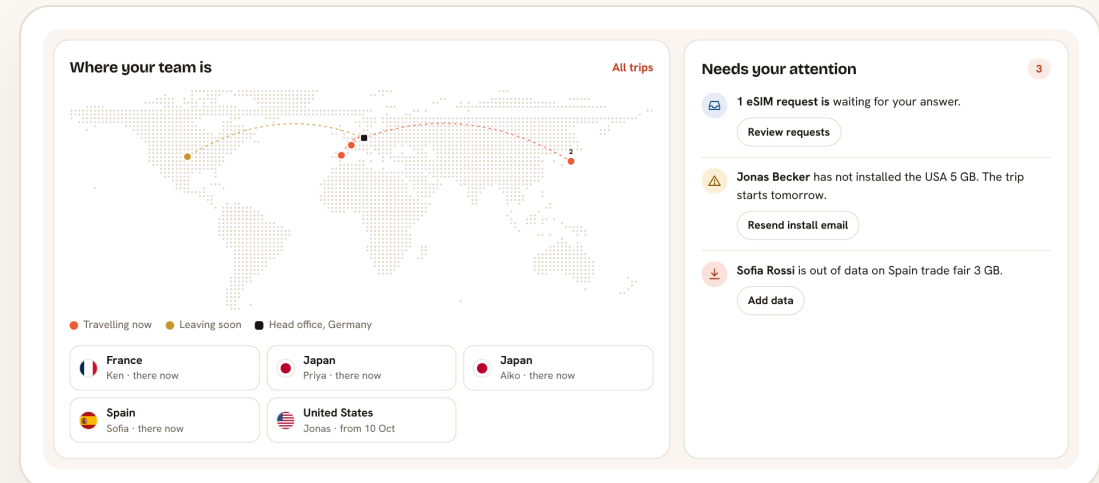
Every data charge with time, country and rate. An activity log of everything that happened and who did it, with filters and CSV export.

- **Country, never position**

Admins see the country each eSIM is used in, from the network it connects to, never a precise position. Other travellers never see it.

- **Reports and exports**

A monthly usage report to every admin on the 5th. CSV exports of eSIMs, usage, credit history, packages and prices, by date.



Security and access

Verified sign-in

Everyone signs in with a Zwitchy account on a confirmed email address. A company only links to the exact address you approved or invited.

Two-factor for admins

A code from an authenticator app at sign-in. Once your credit is above a set level, every admin needs it to spend, so a stolen password alone is not enough.

Single sign-on

Optional SAML sign-in through your identity provider, such as Okta, Microsoft Entra ID or Google Workspace, for your own email domain. Set up on request.

User provisioning

SCIM 2.0 lets your identity provider add people as members and remove them. Removing someone pauses their live company eSIMs.

Leavers

Suspend eSIMs and remove takes a person out of the company. Their company eSIMs stop within a minute. eSIMs they bought for themselves are not affected.

Groups and branches

Several companies in a group can be linked under one parent, which sees each branch's credit, live eSIMs and spend. Each branch keeps its own. Set up on request.

A change to your legal name, address or VAT ID is checked by Zwitchy before it applies, because it changes your invoices.

How we handle personal data

● Controller and processor

You are the controller for your admins' and travellers' data. Zwitchy is the processor and acts on your instructions. For billing, fraud prevention and legal duties we are a separate controller.

● What we process

Names, emails, admins' job titles, eSIM identifiers, install and activation times, data usage, and the country and network an eSIM connects in.

● Where it is stored

In the EU (Ireland). Our access from Thailand, where we run the service, and any other transfer outside the EU or EEA falls under the EU Standard Contractual Clauses.

● Sub-processors

Hosting, card payments (Stripe), email, error monitoring and our mobile network partner. The named list is available on request. New ones are announced 30 days ahead.

Data Processing Agreement

Signed	With the Business Terms, part of the same agreement
Security	Encryption in transit, per-company access rules, staff audit logs, two-factor for admins
Breach notice	Without undue delay, where possible within 48 hours
Authorities	Only on a valid legal order, and we tell you where the law allows
Audits	Once a year, with reasonable notice
After closing	Deleted or anonymised within 90 days, except records the law requires

Connect your own systems

● REST API

Send, list, pause and resume eSIMs, and read packages, usage and balance from your travel or HR tools. Optional: the dashboard does all of it by hand.

● Test first

A test token uses a sandbox that answers like the live API but charges, sends and emails nothing. A go-live checklist takes you to the first real eSIM.

● Tokens

Each token gets only the scopes it needs, can have an expiry date and can be revoked at any time. It is shown once and stored only as a hash.

● Webhooks and health alerts

Signed events for installs, usage, credit and people. Admins get an email when API sends keep failing or suddenly spike, which can mean a leaked token.

Developers page

Scopes	esims:read, esims:write, packages:read, usage:read, scim
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Rate limit	120 requests a minute per token
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Safe retries	An Idempotency-Key per send, so a retry never sends twice
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Package reference	The id, the package number such as P0007, or the exact name
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Webhook signing	Standard Webhooks, HMAC-SHA256, retried for about a day
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User sync	SCIM 2.0, with a token that has the scim scope
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Reliability and support

Network notices

When a network-wide issue affects our eSIMs, the dashboard shows a notice. Companies with eSIMs in use get an email, and another when it is resolved.

Status page

The public status page at zwitchy.io/status shows the current network status. It is linked in the footer of our website.

What the Terms say

We do not guarantee coverage, speed or a particular network, and an outage gives no right to a refund. Data is charged only as it is used, so you never pay for data your travellers could not use.

Contact Zwitchy

The contact form in the dashboard menu reaches our business team, and a person answers by email.

Help centre

Step-by-step articles for every screen, with pictures, and troubleshooting for travellers. Our public install and troubleshooting guides come in 12 languages.

Travellers' questions

Travellers get their emails in their own language when they have a Zwitchy account. Replies go to the admin you choose.

The agreement and how it changes

- **Signed once, electronically**

A person allowed to sign for the company signs the Business Terms and the DPA, each separately. A signed PDF is emailed and kept in Billing.

- **Changes**

A change applies from the day we publish it. Your admins get an email and a notice in the dashboard. Using the service after that accepts it, with no new signature. Do not agree? Close the account within 30 days and we refund your unused credit.

- **Permitted use**

Your own people and business guests only. No resale, IoT or permanent roaming. You pay for all usage on your eSIMs.

- **Suspension and liability**

We may suspend an eSIM at once for abuse, fraud or permanent roaming, or in an outage, and the whole account while an amount owed is unpaid. Unpaid debt can go to collection. Liability is capped at the fees paid in the prior 12 months.

Key terms

Parties	Your company and Now On Company Limited (Thailand), which runs Zwitchy
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Binding language	English
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Governing law	Thai law, courts of Bangkok, keeping the mandatory protection of your own country's law
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Changes	Apply when published, by email and in the dashboard
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Ending	You at any time. Us with 30 days notice, or at once for a material breach
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Customer reference	We may name you and show your logo. Email us and we stop
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Closing the account

1 Close from Settings

The account owner closes the account at the bottom of the Company tab, by typing close and confirming.

2 Straight away

No new eSIMs and no new credit. Open bank transfer requests are cancelled, auto top-up is switched off and eSIMs never installed are paused.

3 Until the last eSIM stops

Installed eSIMs keep working until their package ends, unless you choose to pause them all at once. Their data keeps coming off the credit.

4 Closed

Admins get a final statement and an email, and your people lose access to the company. eSIMs they bought for themselves are not affected.

What happens to

Remaining credit Not refunded, unless you close over a Terms change you do not accept, or we end the agreement for a reason other than your breach or inactivity

A balance below zero Due at once

Invoices and statements Kept as the law requires, with copies on request

Travellers' personal data Deleted or anonymised 90 days after closing

Everything on one page

TOPIC	IN SHORT	PAGE
What you get	Data eSIMs for staff and guests abroad, sent by email and managed in one dashboard. Travellers keep their own number.	13
Cost structure	Prepaid credit in euros. A fixed fee per eSIM sent, plus data as it is used, by country. No monthly fee while the account is in use.	14 to 15
Spending control	Monthly budgets per person or department, cost centres, approval of requests, a pause level, low credit warnings.	16
Oversight	Live usage per eSIM, activity log, monthly report and statement, CSV exports. Location at country level only, never a precise position.	18
Security	Verified sign-in, two-factor for admins, optional single sign-on and SCIM, scoped API tokens.	19, 21
Data protection	DPA signed with the Terms. Data stored in the EU (Ireland), transfers under the Standard Contractual Clauses.	20
Contract	Signed once electronically. Changes apply when published, with 30 days to close for a refund. English is binding. Thai law, Bangkok courts.	23
Exit	Close at any time from Settings. Unused credit is not refunded, except in the cases on page 24. Personal data deleted or anonymised within 90 days.	24

We're here when you need us

The Help centre in your dashboard explains every screen, with pictures. For anything else, send us a message from there and a person answers.

● Help centre: in your dashboard menu

● Contact us: from the Help centre

● zwitchy.io/business

This guide describes the service as of October 2026 and is subject to change. It is not part of your contract: the Business Terms and the Data Processing Agreement apply, in the version in force.