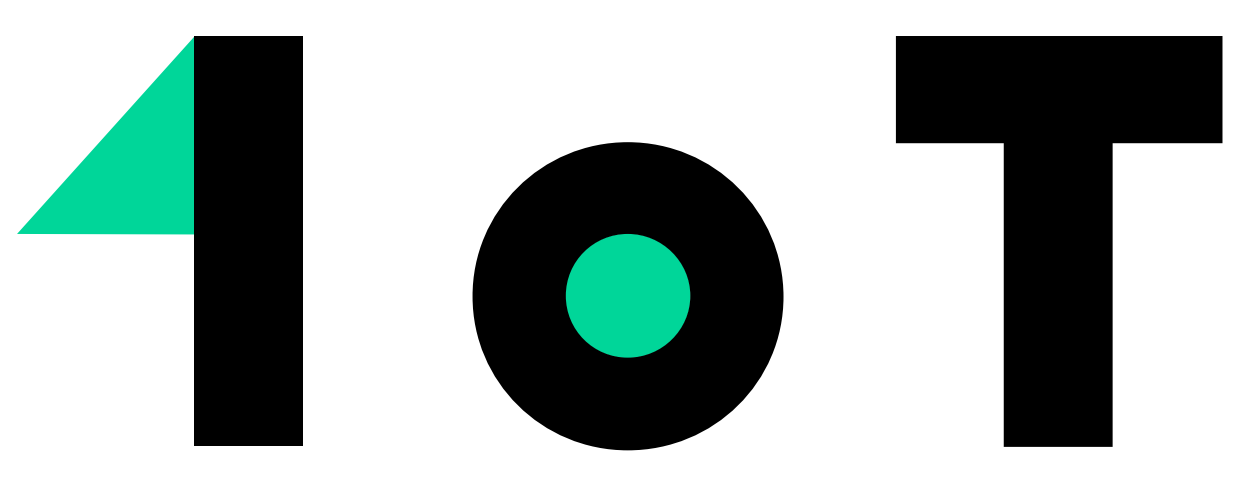




Vendor evaluation checklist

IoT eSIM Agreement: Key Questions Before You Sign

SGP.32

How to use this checklist:

- ✓ Use one copy per vendor
- ✓ Ask in a live conversation or demo, not by email. Evasive answers are data.
- ✓ For every question group, mark the answer status: verified in writing, verbal only, or dodged / deferred.
- ✓ Anything that matters belongs in the service agreement, not the roadmap.

Vendor: _____ Date: _____



Vendor evaluation checklist

SGP.32

The stack behind “SGP.32 compliant”

When a provider says they support SGP.32, they're making a claim about four components at once. Each one has a way of quietly taking back the freedom the standard promises.

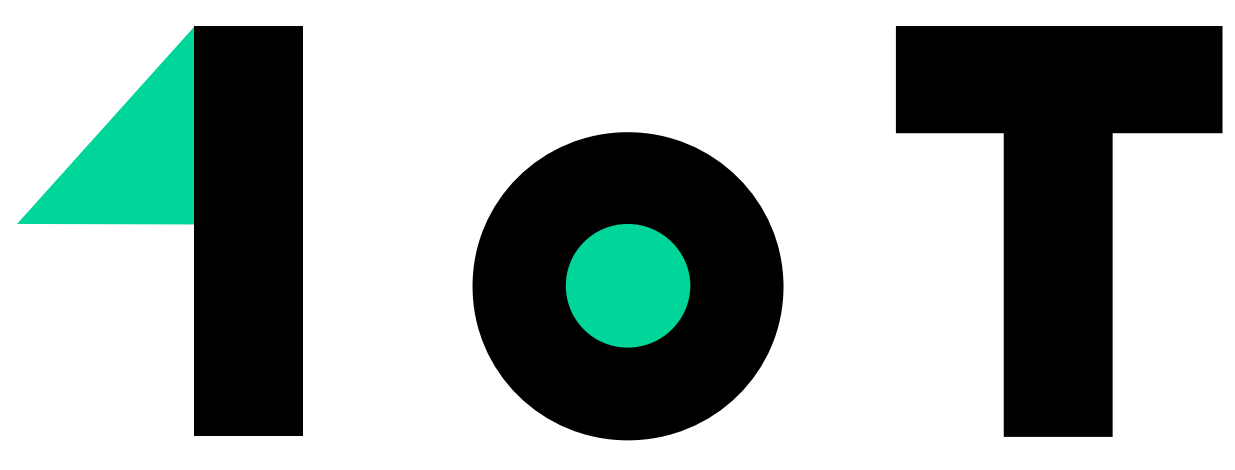
- eUICC** The chip in your device. Stores multiple profiles; needs an IPAe on it.
- SM-DP+** The server your profiles download from.
- eIM** The control plane sending commands to your fleet: install, enable, disable, delete.
- CMP** The dashboard and APIs your ops team uses daily: activations, usage, alerts, billing.

1. Profile freedom (SM-DP+)

- ☐ Can our devices download profiles from any SGP.32-compliant SM-DP+, or only whitelisted ones?
- ☐ Is the restriction technical or contractual — and for how long does it apply?
- ☒ **Good answer:** Named external SM-DP+ platforms used in production; whitelist policy in writing.
- ☒ **Red flag:** “Our platform covers all your needs.”

Answer status: ☐ Verified in writing ☐ Verbal only ☐ Dodged / deferred

Notes: _____



2. Exit path (eIM)

- ☐ Can these eUICCs be re-associated with a third-party eIM after deployment? What's the process and cost?
- ☐ Do you support addEim, deleteEim, and updateEim — confirmed in the service agreement, not the roadmap?

 **Good answer:** Yes, with a documented procedure and 3 confirmed operations.

 **Red flag:** “Nobody has ever asked to leave.”

Answer status: ☐ Verified in writing ☐ Verbal only ☐ Dodged / deferred

Notes: _____

3. Bootstrap profile

- ☐ Is the bootstrap profile deletable post-deployment?
- ☐ Are there ongoing costs tied to the bootstrap subscription?

 **Good answer:** Two short yes/no answers

 **Red flag:** Any answer longer than one sentence.

Answer status: ☐ Verified in writing ☐ Verbal only ☐ Dodged / deferred

Notes: _____

4. Hardware freedom (eUICC)

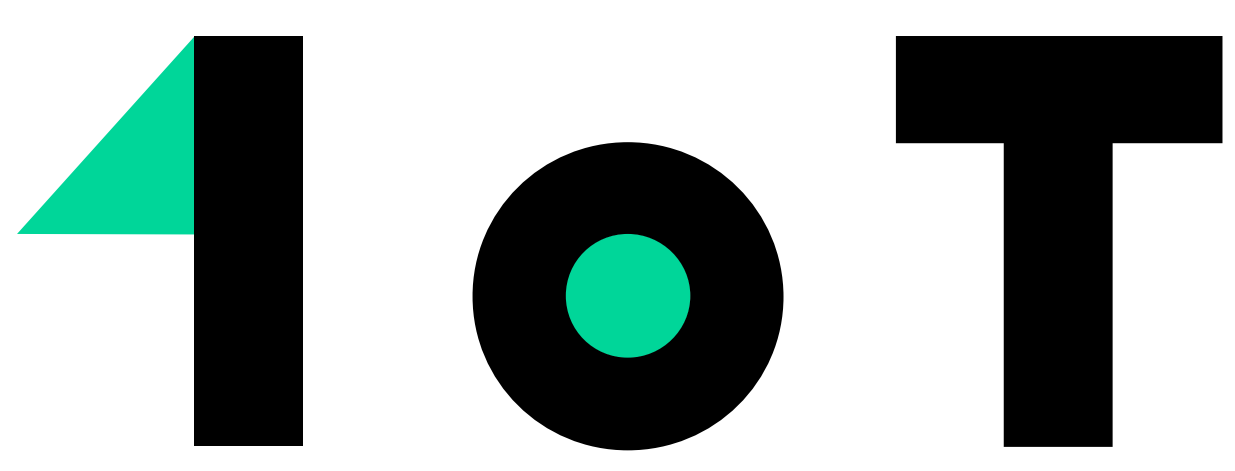
- ☐ Which eUICC manufacturers do you support without requiring your own bootstrap profile?
- ☐ Can we see a live profile download on our hardware before signing?

 **Good answer:** Named manufacturers; a demo scheduled.

 **Red flag:** A data sheet instead of a demo; a “trusted connectivity partner” with no name.

Answer status: ☐ Verified in writing ☐ Verbal only ☐ Dodged / deferred

Notes: _____



5. Interoperability

- ☐ Which eUICC manufacturers and external SM-DP+ platforms have you shipped with in production — customer deployments, not lab environments?
- ☐ When a cross-vendor profile operation fails, what's the troubleshooting process and who owns resolution?

✓ **Good answer:** Names, deployments, and a defined escalation path.

✗ **Red flag:** “We're fully GSMA certified” as the whole answer.

Answer status: ☐ Verified in writing ☐ Verbal only ☐ Dodged / deferred

Notes: _____

6. Operations (CMP)

- ☐ Which connectivity providers does your CMP integrate with?
- ☐ What data and configuration is portable if we part ways?
- ☐ Is there full API access for our own integrations?

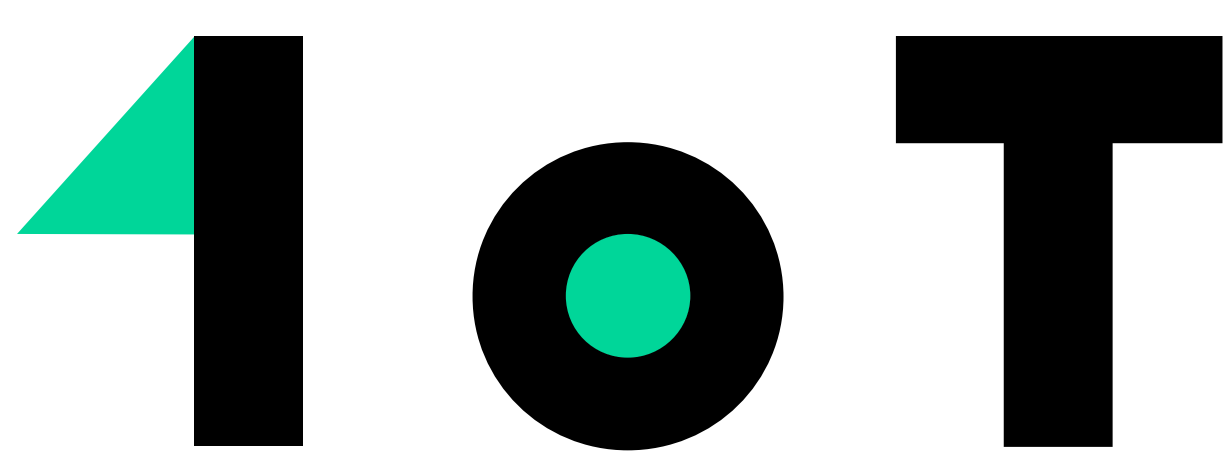
✓ **Good answer:** Named integrations, export formats, public API documentation.

✗ **Red flag:** Portability questions treated as hostile.

Answer status: ☐ Verified in writing ☐ Verbal only ☐ Dodged / deferred

Notes: _____





Contract verification

Unlike the sections above, these belong in legal review, not the vendor call. Confirm each one is present in the written agreement before signing.

- ☐ SM-DP+ restrictions (if any) stated explicitly, with duration
- ☐ eIM re-association rights: addEim / deleteEim / updateEim
- ☐ Bootstrap profile deletion rights, and any costs tied to the bootstrap subscription
- ☐ Exit terms: early-termination policy and fees
- ☐ Migration support: data-export formats, EID lists, transfer fees
- ☐ No penalties for multi-vendor strategy (additional eUICC source or connectivity provider)

At scale (100k+ device fleets)

Applies only if you're deploying 100k+ devices

- ☐ Bulk operation limits: maximum batch size, frequency, concurrent jobs
- ☐ Async API and webhooks for fleet-scale operations

Notes: _____

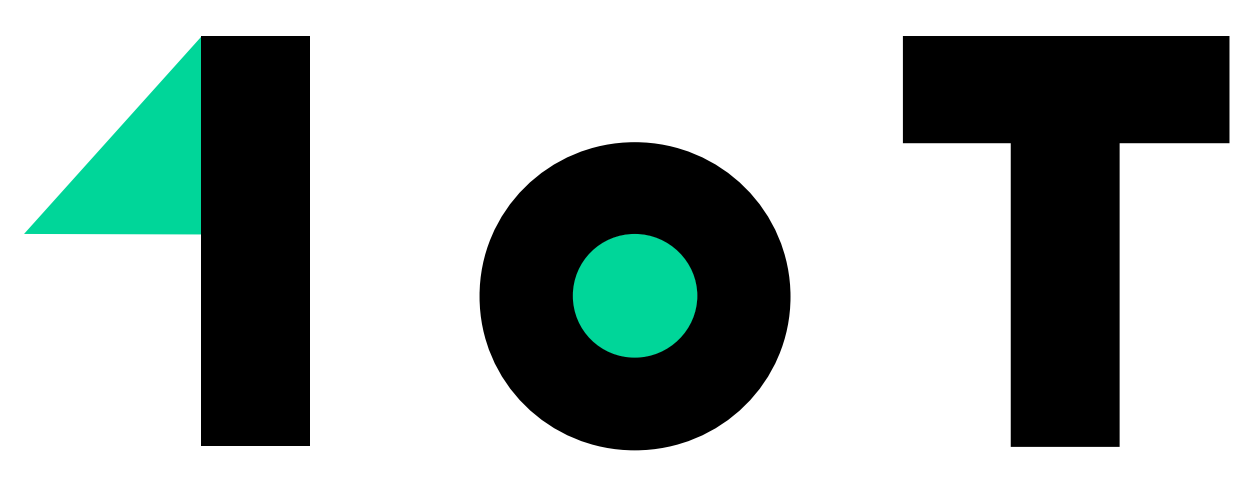
Reading your results

Mostly “verified in writing”	Proceed to a POC under production conditions.
Mostly “verbal only”	Proceed, but include all verbal agreements in the contract first.
Two or more “dodged”	You've learned what you needed to know.

The internal pressure test

“If we had to switch providers in two years, what actually changes — systems, workflows, people — and who owns that migration?”

Write the answer down before you sign anything.



Still have questions?

Talk to a 1oT engineer

Get in touch

<https://www.1ot.com/contact-sales>

Or write to us at sales@1oT.com