



GETTING STARTED

With Service Provider Connect

Get more information on how to use your services on the [Transatel Knowledge Center](#)

Thinking of integrating our APIs? [Check our Developer Portal](#)

In this Quick Start Guide you will learn:

- 1# What are the SIM statuses and how they work
- 2# how to add a capped bundle to your SIM
- 3# How to check your account's prepaid status

Let's get started!



1# What the SIM statuses, and how do they work?



Preactivated

New SIM cards are added to your account in preactivated status. The only thing you need to do is add the correct bundle. They'll automatically activate when inserted into a device and will connect to the network immediately.



Suspended

A **Suspended** SIM cannot be used until it is reactivated. There are 3 types of suspension:



Manual suspension

A user suspended the SIM in the interface or via API. You can unsuspend it immediately.



Automatic suspension

A usage limit you set in the Service Profile was reached and the SIM was automatically suspended.



Operator Suspension

The Transatel system suspended the SIM due to abnormally high usage. You need to contact our Support or your Account Manager to unsuspend the SIM.



Active

An **Active** SIM is ready to be used and monthly line fees are applied.



Terminated

Once **terminated**, the SIM cannot be used anymore, and the monthly line fee stops. If your contract has a SIM commitment period, and you choose to terminate the SIM before the end of the period, the monthly line fees of the remaining months will be charged.



2# How to add a capped bundle to a SIM

To add a capped bundle, go to the detailed SIM view of the SIM, and go to the **Plans & Options** tab.

Line/Subscriber Usage **Plans and options** Configured services Log

One-Off bundles (0)

Recurring bundles (0)

You have the choice to add either a **One Off bundle** or a **Recurring bundle**. Click on **Add** button for the type of bundle you want to add.

The catalogue of bundles will appear. Select:

- 1 The payment method: **Monthly invoice**
- 2 The desired bundle
- 3 Then click on **Apply**

ADD A BUNDLE

Payment methods

☐ Subscriber wallet

☐ No payment

☒ Monthly invoice

Select bundle

Bundle	Price	Description	Favourites
MWC_STACK_	-	-	<input type="heart"/>

When does the bundle start?

Using API, if your SIM is still in preactivated status, the bundle will activate when the SIM first attaches to the network

Using the interface or if your SIM is active, the bundle starts immediately.

Your added bundle will appear shortly in the inventory, and in the **Check-up** tab as well.

Recurring bundles (1)

Bundle	Status	Type	Balance	Data	Calls	SMS	Activated on	Next renewal	Expires on
MWC_STACK_	Active	RBRP	-	4.81 GB			11/17/2020 17:07:54+01:00	02/17/2021 17:07:54+01:00	-

Subscriber balance
On 02/16/2021 at 14:08:50+01:00

COS: WW_TSL_MWC_REF_COS_BUNDLE

1 plan - last subscribed:

Recurring bundles / MWC_STACK_

4.81 GB remaining / 10 GB

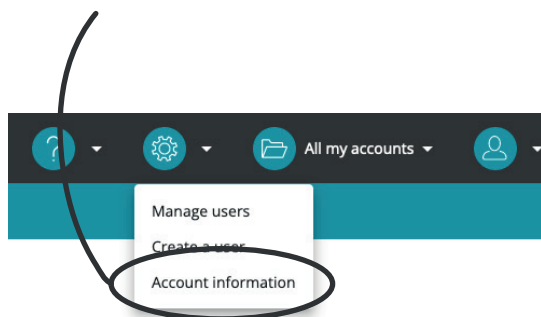
PLANS AND OPTIONS USAGE

3# How to check your prepaid account balance

In the Service Provider Connect offer, you are able to add data plans to your SIMs as long as your account has enough prepaid credit.



Step ① In the interface, click on the "Admin menu" and go to "Account information"



Step ② Your account's balance is displayed in the last field of the "Key information" section, "Customer account balance" :

Account information - Account M2MA_WW_TSL_SPC_DEMO_WALLET

Key information

Reference	M2MA_WW_TSL_SPC_DEMO_WALLET
Customer name	SPC_DEMO_WALLET
Framework	0320
VAT number	
Charging VAT	No
Billing date	01
Customer account balance	€798.82

Need to recharge your account? Make a wire transfer to the account.