Pelion

Product Overview

Global IoT Connectivity Made Effortless

Pelion.com

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Section 1

Introduction

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INTRODUCTION

Your Local & Global IoT Partner

At Pelion, we make global IoT connectivity effortless.

Since 2000, we've been helping businesses of all sizes unlock the potential of IoT by delivering secure, scalable and truly global cellular connectivity.

Our goal is simple: to take the complexity out of IoT connectivity so you can focus on what matters most – your business, your innovation and your customers.

Managing IoT deployments across different countries, carriers and technologies can be challenging. That's why we built Pelion to make it effortless.

Our global multi-network SIMs connect to over 600 networks across 150+ countries, and our eUICC-enabled eSIM profiles make switching carriers seamless.

Whether you're deploying 10 devices or 100,000 (and more), our platform keeps them connected – securely, reliably and at scale with resilient multi-network coverage in a single country.

The Pelion Portal gives you complete visibility and control. From a single, intuitive dashboard or through our powerful APIs, you can manage SIMs, monitor usage and integrate data directly into your systems.

Security is built in at every layer, from end-to-end encryption to compliance and access controls, keeping your data and devices protected at all times.

We're proud to support customers across key industries including manufacturing, logistics, energy and healthcare – helping them connect assets, automate operations and gain real-time insights that drive smarter decisions.

With strong service-level commitments, unified billing and 99.995% uptime, you can trust Pelion to keep your business running smoothly wherever your devices are.

In the pages that follow, you'll see how our products and platform come together to make global IoT connectivity simple, secure and built for growth.

I hope you find this a useful introduction to Pelion, and we're excited to show you how effortless, reliable connectivity can transform the way you do business.

Dave Weidner
CEO, Pelion

IoT Breakthrough Award 2026 – Emerging Company of the Year – Enterprise Market

SPRING 2026 – Highest User Adoption

SPRING 2026 – Leader

SPRING 2026 – Best Est. ROI

SPRING 2026 – Best Usability

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Section 2

Connectivity Solutions

A guide to Pelion's IoT SIMs, network technologies, coverage, and roaming options

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CONNECTIVITY

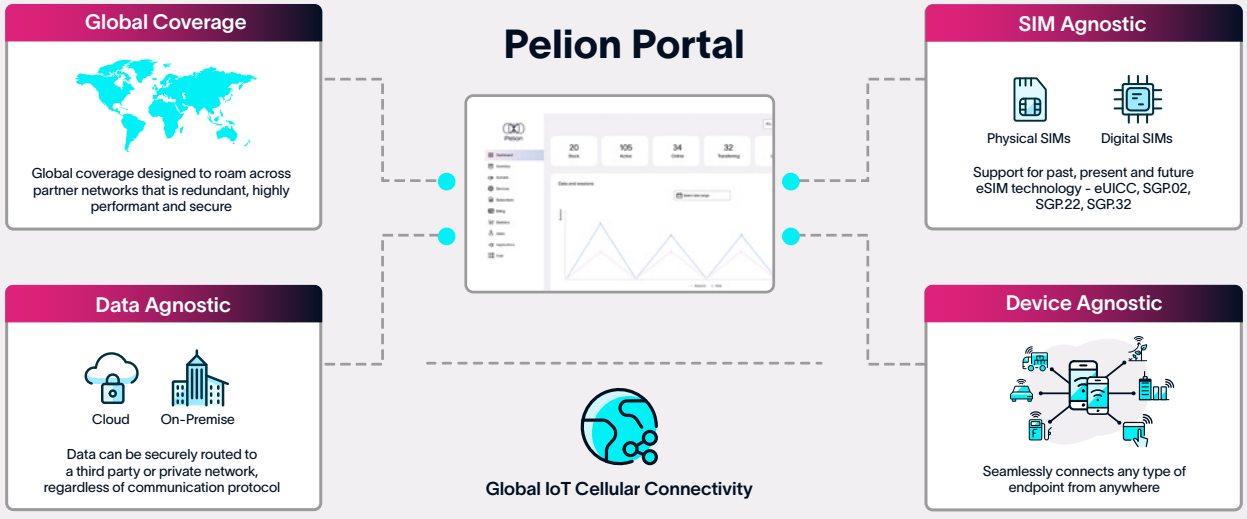
Your IoT, Your Rules

Pelion's connectivity solutions provide end-to-end flexibility for IoT deployments of any scale – from industrial-grade eUICC to next-generation Consumer eSIM for IoT.

Built on a globally managed, multi-network platform with access to 600+ networks in over 150 countries, we ensure your devices stay connected reliably and securely – anytime, anywhere.

You can remotely manage operator profiles, switch networks dynamically, and future-proof your deployments against carrier lock-in.

Leveraging the latest GSMA standards and deep security integration, the Pelion Portal offers a single, intelligent solution to deploy, manage and scale your connected devices with confidence, whether for small-scale pilots or enterprise-grade rollouts.



Seamless Integration with APIs & Existing Tech

Fully Managed Global Connectivity

Integrated End-to-End Connectivity IoT

Scalable Network

Multi-Network SIMs

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IoT SIMs & eSIMs

Meet the Pelion SIMs

At Pelion, we make it easy to keep your devices connected – both now and in the future. Pelion provides eUICC-enabled SIMs in a range of form factors and profile types to fit right into your IoT plans.

Our SIMs are built with future-readiness in mind, supporting the latest SIM standards (including SGP.02, SGP.22, and SGP.32) so you can update and manage connectivity without ever needing to swap a card.

Choosing connectivity with Pelion gives you the freedom to grow, adapt, and stay connected with confidence.

Global connectivity:

You get access to over 600 networks across 150+ countries, so your devices stay connected wherever they go.

Multi-carrier support:

Your devices can automatically switch between networks to keep signals strong and connections resilient.

Effortless management:

You can manage all your SIMs in one place through the Pelion Portal - from remote provisioning to monitoring usage and controlling costs.

High reliability:

With a 99.995% uptime, you can count on dependable connectivity.

Flexible IoT data plans:

Pelion Plans are designed specifically for IoT, not just repurposed consumer models, so they fit your deployment needs perfectly.

eUICC-enabled:

Store multiple network profiles on one chip and switch carriers without ever swapping SIMs.

Enterprise-grade security:

Get enterprise-grade security for your devices, with over-the-air updates that keep your fleet resilient, compliant, and connected.

Supports all major network technologies:

5G, 4G, LTE-M and NB-IoT.

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GSMA STANDARDS

A SIM to Suit All Standards

Pelion ensures full compliance with GSMA SGP.02, SGP.22, and SGP.32 standards, supporting all forms of remote SIM provisioning for M2M, consumer, and IoT applications.

Standard	Focus	Key Benefits
SGP.02 (Legacy M2M)	Remote provisioning for machine-to-machine communication	Long-term, unattended connectivity management
SGP.22 (Consumer)	On-device profile download and management	Digital provisioning, QR activation, end-user flexibility
SGP.32 (IoT)	Lightweight, unified eSIM framework for IoT	Simplified API integration and scalable management

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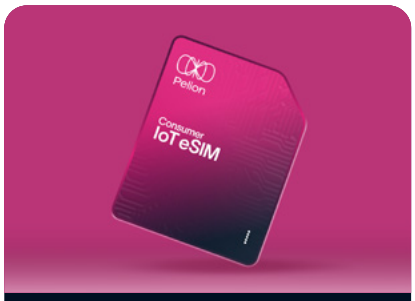
CONSUMER ESIM FOR IOT

No SIM Slot? No Problem.

Connect your devices anywhere, instantly, and securely – no physical SIM cards required.

Pelion Consumer eSIM for IoT is built on SGP.22, and lets you connect eSIM-only devices to Pelion's global connectivity platform with ease.

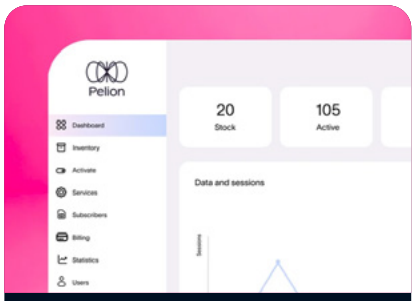
Whether you're deploying consumer-grade tablets and PCs, wearables, or connected hardware, you can provision, monitor, and manage connectivity without needing physical SIM cards – reducing deployment time, lowering operational risk, avoiding outages, and scaling your solution globally.



01

Instant Digital Provisioning

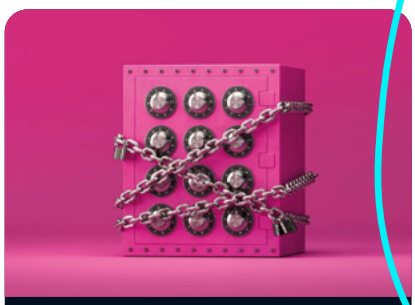
Activate consumer eSIMs digitally with QR codes, bulk uploads, or MDM integration. Remove physical SIM handling, accelerate deployment, and scale connectivity across thousands of devices.



02

Centralized Management and Visibility

Manage eSIMs alongside your entire SIM estate in the Pelion Portal. Monitor device status and usage, and remotely control connectivity across all eSIM-enabled devices from a single platform.



03

Embedded Security and Reliability

Embedded, non-removable eSIMs reduce the risk of tampering compared to physical SIMs. Backed by Pelion's enterprise-grade connectivity infrastructure, devices benefit from high availability, resilient routing, and global coverage.

How It Works

Get connected with Consumer eSIM for IoT in 3 steps:

01 **Select your preferred operator profile**
Get reliably connected locally and globally to the best carrier signal across 600+ networks.

02 **Choose your activation method**
Scan QR codes, export CSVs of activation codes or integrate via APIs with your MDM systems.

03 **See your SIMs in the Pelion Portal**
Get everything you need to stay on top of your SIM activity straight from the Pelion Portal.

SIM TYPES & FORM FACTORS

Find Your Fit

Pelion offers a wide range of SIM options to suit all kinds of IoT setups:

SIM Type	Form Factor	Dimensions (mm)	Mounting/ Integration	Notes for IoT Deployments
Mini SIM (2FF)	**Plug-in card**	25 × 15 × 0.76	Removable	Large size, less suited for compact or rugged IoT hardware
Micro SIM (3FF)	**Plug-in card**	15 × 12 × 0.76	Removable	Smaller footprint but still removable; risk of vibration or tampering
Nano SIM (4FF)	**Plug-in card**	12.3 × 8.8 × 0.67	Removable	Most compact removable SIM; limited ruggedness for industrial IoT
Nano SIM (4FF)	**Soldered chip**	6 × 5 × <1	Removable	Rugged, tamper-resistant; supports remote provisioning (GSMA eUICC standard)

Note: All form factors are eligible for eSIM and eUICC.

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NETWORK TECHNOLOGIES

Power Your IoT Anywhere

Pelion connectivity is built to handle all kinds of IoT needs, with support for:

5G
for high-speed, high-bandwidth applications

4G/LTE
for mainstream, global IoT deployments

LTE-M (Cat M1)
for low-power, mobile IoT devices

NB-IoT
for deep indoor or rural sensor coverage

2G/3G*
fallback for legacy devices and extended reach

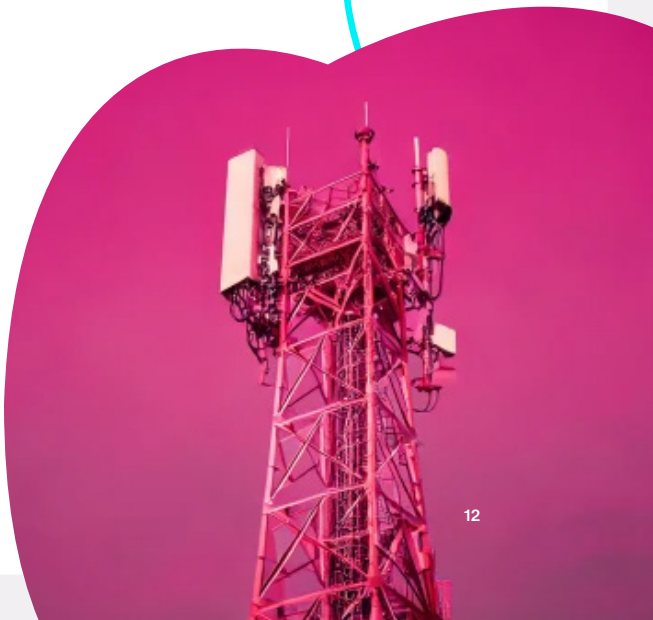
That means your devices stay connected and perform smoothly, no matter how networks change.

Technology	Typical Use Case(s)	Key Strengths	Considerations
5G	Highspeed, high bandwidth IoT (e.g., HD video streaming, real-time analytics, AR/VR in IoT, autonomous systems	• Very high data rates & bandwidth (5G is designed to deliver many times the throughput of 4G) • Low latency, supports real-time applications • Futureproof for next generation use cases	• Higher power consumption / module cost • Network rollout may be uneven globally • Overkill for very simple sensor devices
4G/LTE	Mainstream IoT deployments requiring moderate data, global reach (e.g., mobile tracking, field devices, standard telemetry)	• Widely available globally • Good performance & mobility • Mature ecosystem (modules/ devices/support)	• More power consumption than low-power alternatives • Might be more expensive (per device) for ultrasimple deployments • May not suffice for ultra high bandwidth / ultralow latency needs
LTE-M (Cat M1)	Low power mobile IoT devices (e.g., wearables, asset trackers that move, devices needing moderate data and global roaming	• Lower power consumption than standard LTE • Good support for mobility (moving devices) • Better coverage than legacy inbuilding or rural than standard LTE in many cases	• Lower throughput compared to 4G/5G • Network availability may vary by region • Not as “ultralow power” as NB-IoT in static use cases

Technology	Typical Use Case(s)	Key Strengths	Considerations
NB-IoT (Narrowband IoT)	Static sensors, deep indoor or rural coverage (e.g., utility meters, environmental sensors, long lifetime battery devices	• Very low power consumption potential – long battery life • Excellent deep indoor / rural coverage for sensors	• Very limited data throughput (not suitable for video, large data transfers) • Mobility (moving devices) is not well supported • Where NB-IoT network not deployed, device choices may be limited
2G / 3G Fallback*	Legacy devices, extended reach in areas where newer networks may not yet be available, low cost/long life deployments	• Provides extended coverage & reach in legacy infrastructures • Useful for very long lifecycle products still in field	• Many operators are phasing out 2G/3G networks (so risk of obsolescence) • Very limited in data speed, capability • Not optimal for newer IoT use cases requiring better performance

* **Please be aware of sunsetting dates for both 2G and 3G. You can check the dates here.**

Use our coverage map to explore connectivity options for your deployment regions.

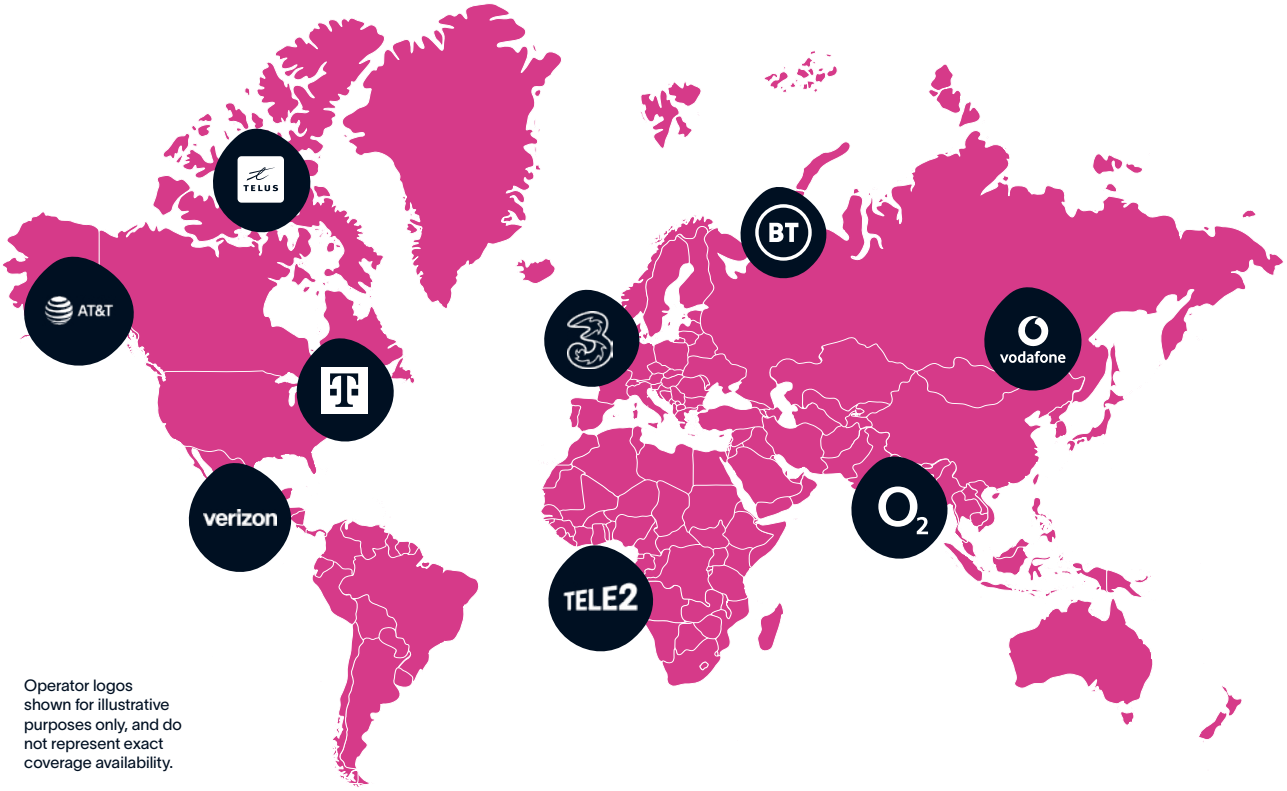


COVERAGE & ROAMING

One IoT SIM Global Coverage

With access to over 600 networks in more than 150 countries, Pelion keeps your devices connected almost anywhere

Smart roaming agreements make sure your devices automatically latch onto the best available network, so there's no need to set anything up manually.



Operator logos shown for illustrative purposes only, and do not represent exact coverage availability.

Scale Effortlessly With Global Carrier Access

A single APN that connects to any network - without the faff.

Roam & deploy devices across borders without the worry of bill shock or regulatory requirements.

eUICC SIMs that support OTA updates and futureproof your business - scale without worry.

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One SIM All UK Networks

No more outages, coverage gaps or inflexible plans.

Stay connected on every UK network, plus hundreds more worldwide, with Pelion's multi-network IoT SIMs.

Without Pelion

- × Network lock in - limited coverage
- × Juggling multiple contracts
- × Manual SIM provisioning
- × Limited visibility and control
- × Generic support
- × Fixed plans, not fit for IoT
- × Limited scalability

With Pelion

- ✓ eUICC enabled multi-network IoT SIMs
- ✓ One provider, one contract
- ✓ Over-the-air SIM updates
- ✓ Full visibility, control & actionable insights
- ✓ IoT specialists with deep deployment expertise
- ✓ Flexible pooled data plans & pricing
- ✓ One portal to manage all your SIMs

A single Pelion IoT SIM engineered for business and mission-critical UK deployments.

Delivering seamless, multi-network connectivity across all major UK carriers with unrivalled reliability.

- Supports 4G, 5G, LTE-M, or NB-IoT connectivity
- Mini SIM (2FF), Micro SIM (3FF), and Nano SIM (4FF)
- Commercial and industrial ready SIMs

vodafone O2 BT EE 3

Flexible IoT data plans and pricing

Get full control and the freedom to choose the best networks, pricing, terms and data plans that fit your business even as your needs change.

High performance, 99.995% uptime

High performant, resilient connectivity. Access the best networks, avoid outages and keep your business operating without disruption, reputation or revenue loss.

Global coverage, multi-network SIMs

Our IoT SIMs offer the flexibility & global coverage you need. Switch carriers and future-proof deployments without the need for physical SIM swaps.

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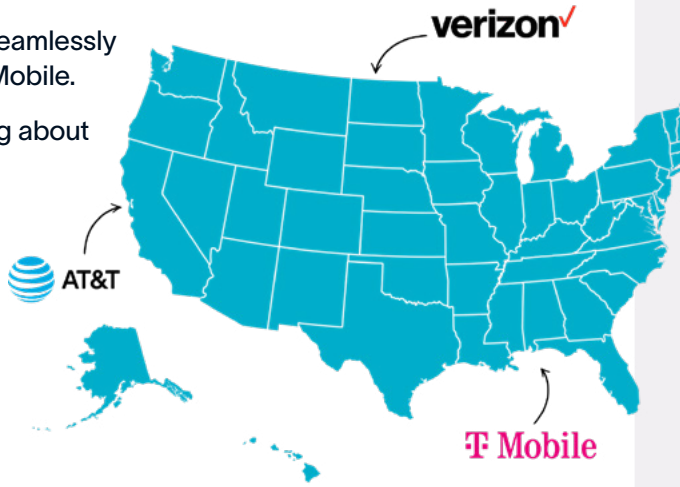
Coast-to-Coast Coverage in North America

Pelion's innovative IoT SIM card transforms connectivity by seamlessly accessing all three major US carriers - AT&T, Verizon, and T-Mobile.

Forget the hassle of managing multiple SIM cards or worrying about coverage gaps.

Pelion's multi-network SIM ensures reliable, industry-leading coverage from coast to coast.



- Supports 4G, 5G, LTE-M, or NB-IoT connectivity
- 99.995% uptime
- Mini SIM (2FF), Micro SIM (3FF), and Nano SIM (4FF)
- Three carriers, one APN

Multi-Carrier Connectivity

Seamless access to AT&T, Verizon, and T-Mobile, replacing multiple cards and coverage gaps with a single SIM and APN for connectivity. With access to 600+ networks globally.

Carrier Resilience

If one carrier experiences an outage or signal drops, your devices will automatically switch to another available network with stronger coverage.

Effortless Setup

Insert a Pelion SIM into your device(s), setup the APN settings and manage everything via the Pelion Portal.

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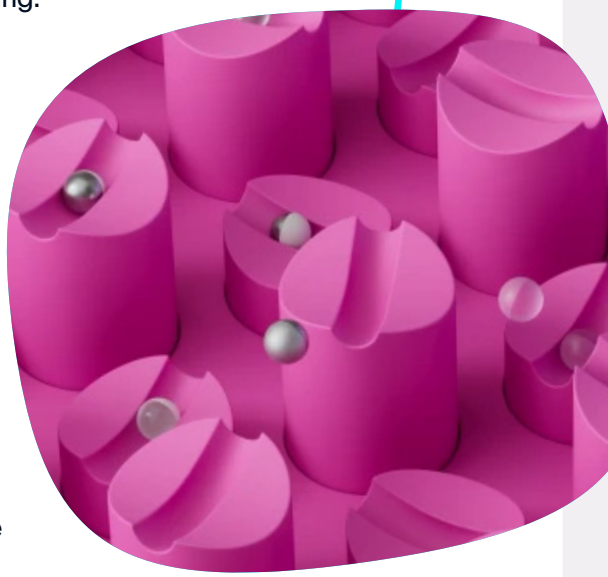
Click here to check out our Coverage Checker

SIM Provisioning & Lifecycle Managment

Pelion provides complete SIM lifecycle management through our Pelion Portal and API, giving customers full control from activation to decommissioning.



Key capabilities include:

- **Activation & Deployment:** Instant or bulk activation with automated provisioning for efficient rollout.
- **Usage Monitoring:** Real-time visibility into data usage, network performance, and associated costs.
- **Policy Management:** Set thresholds, alerts, and automated actions to enforce operational policies.
- **Suspension / Reactivation:** Dynamically manage device connectivity based on operational requirements.
- **Decommissioning:** Retire your SIMs securely, to prevent misuse and optimize costs.

All functions are accessible through Pelion's intuitive web interface or programmatically via API, enabling seamless integration and efficient management across large-scale IoT deployments.

Read more about the Pelion Portal in Section 03.

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Pricing to Suit Your Business & IoT Use Case

With Pelion, pricing works around your business. You can pick a Pelion Plan or build your own bundle to suit your needs, with scalable pricing designed to grow with you.

Plan	Ideal For	Key Features
Essential	Small-scale or early-stage IoT deployments	Core connectivity, web portal access, global coverage
Professional	Growing businesses with mixed device fleets	Dual IPSec, professional support, eUICC migration guidance
Enterprise	Large-scale or mission-critical operations	Dedicated account manager, advanced monitoring, custom reports

Learn more about Pelion Plans in Section 08.

OYSTA

"We partnered with Pelion because nobody else could provide the solution we needed: a SIM that was able to roam across networks and provide seamless connectivity."

Mario Zuccaro, Founder and CEO, Oysta

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GETTING STARTED

Configuring Your Connectivity

STEP 1

Log into the Pelion Portal

If you haven't logged in before, the first thing to do is register your account.

The registered account holder should have received a welcome email containing your login credentials when you signed up.

Once you have your login details, go to the portal launchpad and log in with your username and password.

STEP 2

Activate your Pelion IoT SIM

For security, your Pelion IoT SIM has been shipped to you in a pre-activated state.

To use it on the Pelion network, you'll need to activate the SIM and initiate the subscription.

Go to Activate in the left navigation and follow the instructions below:

- Choose your SIMs from your inventory list
- Select a rate plan from the available options
- Click "Next" to complete activation

STEP 3

Configure your device

After activating your SIM, install it in your device and configure the APN settings to connect to the Pelion data network. Configuration steps may vary by device, so refer to the manufacturer's instructions if required.

Place SIM in device
Punch out the SIM to the correct size, insert it into the device's SIM tray, and power on the device.

Configure APN
Log in to the Pelion Portal, navigate to Subscribers, select the relevant SIM, and open the Networks tab to find the APN name, username, and password.

Set security
Select PAP or CHAP as the security method. Do not choose no security.

Read more about the Pelion's Support & Onboarding in Section 07.

Order Today Dispatched Fast

We make getting connected quick and effortless.

Place a SIM order through the Pelion Portal before 2pm and it gets shipped the same day.

If you place an order after 2pm, it will be sent the next working day.

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Section 3

Pelion Portal

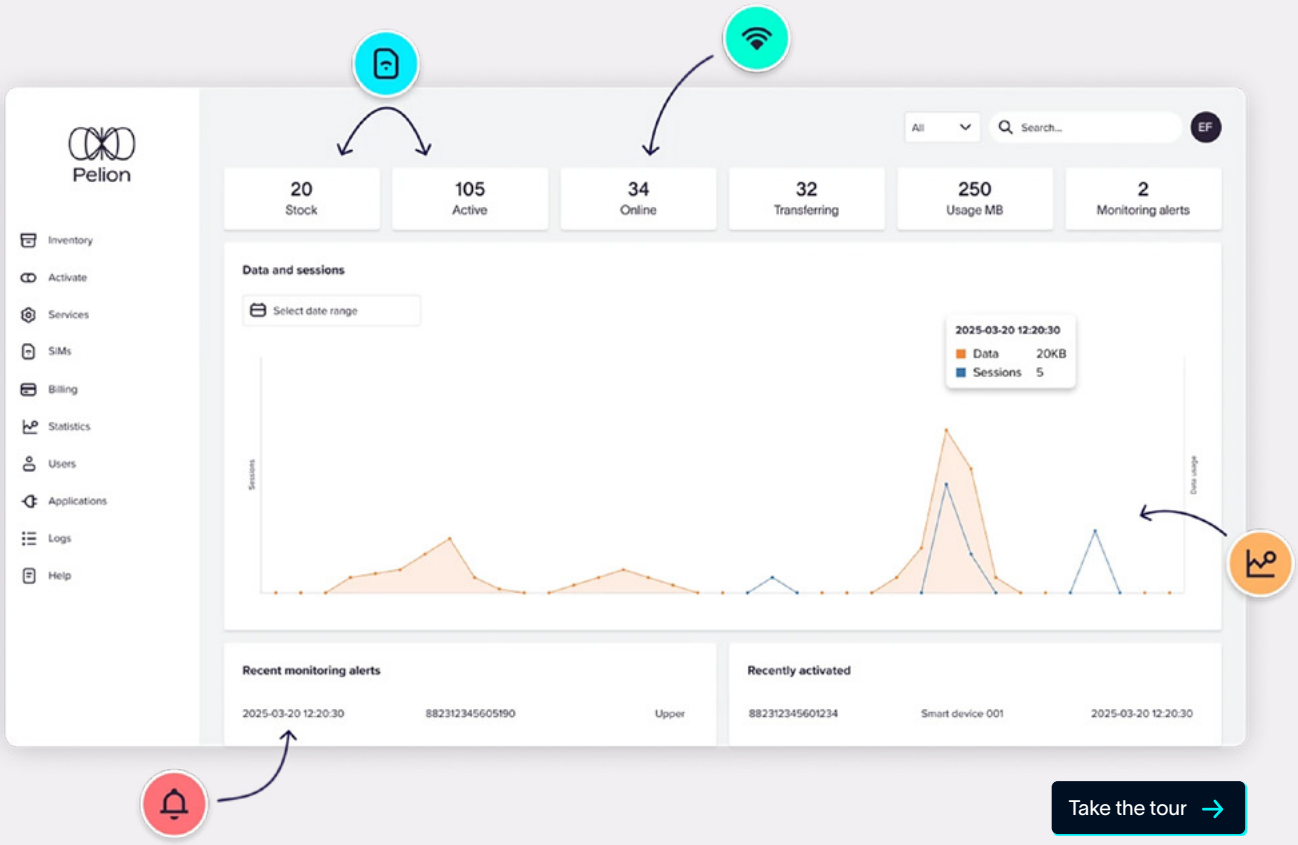
An overview of SIM provisioning, monitoring and reporting in the Pelion Portal

PELION PORTAL

Your One-Stop-Shop for Effortless SIM Management

The Pelion Portal is a unified single-pane-of-glass Connectivity Management Platform, where you can see all your IoT SIMs, subscriptions, usage data, diagnostics, and billing in one place.

It allows you to control your global IoT connectivity estate, reduce complexity, avoid juggling multiple contracts and portals, and gain visibility and control across your connected devices.



Take the tour →

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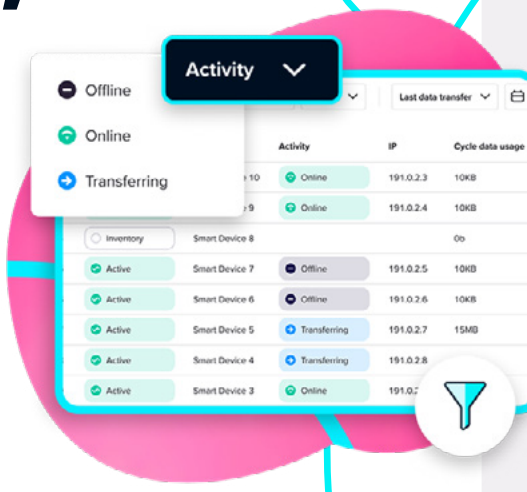
FEATURES OVERVIEW

Complete Visibility, Total Control



SIM Management

You can order SIMs, bulk activate them, change or update rate plans, manage subscriptions, monitor SIM status, and track the full SIM lifecycle — all inside the Pelion Portal.

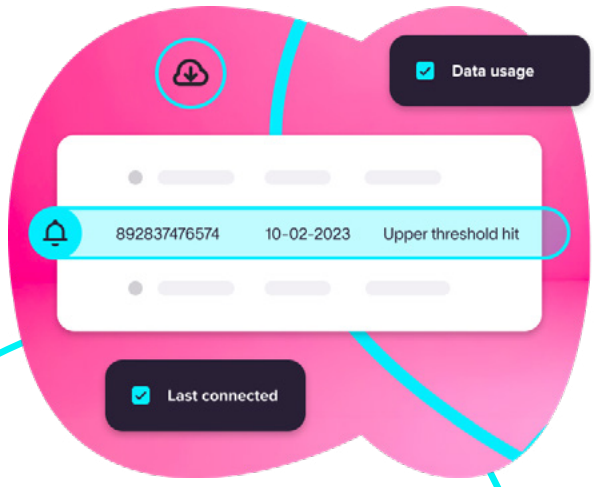
Key capabilities include:

- Order SIMs directly through the portal with real-time order tracking
- Support for all form factors, including eSIM, eUICC, and physical SIMs
- Bulk activation of up to 2,500 SIMs at a time via CSV upload or identifier entry
- Assign tariffs, tags, and nicknames during activation
- Monitor SIM status (online, offline, in stock, active, terminated) in real time
- View IP addresses in use and live data activity per SIM

Whether you're working with 100s or 100,000s SIMs, the Pelion Portal is designed for effortless SIM management at scale.

Monitoring & Reporting

Keep an eye on your whole SIM estate at a glance with Pelion's reporting dashboards, making it easy to spot trends, understand usage patterns, and identify unusual behaviour early.



You can access:

- Real-time dashboards showing SIM status, data usage, and active sessions
- Subscriber-level analytics by searching for individual SIMs
- Exportable reports for offline analysis and custom reporting
- Reports and graphs including:
  - Data usage by subscriber
  - Data usage by protocol
  - Data usage by IP address
  - Inbound versus outbound traffic
  - Monthly and six-monthly usage by tariff
  - Total data volumes and data sessions

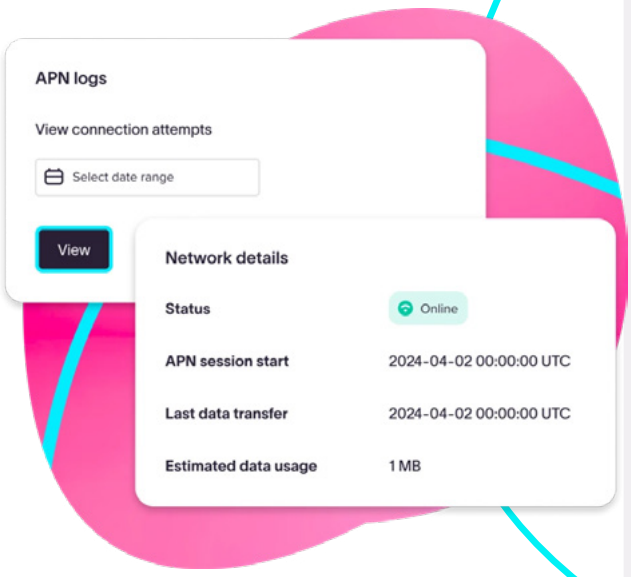
These tools help you detect anomalies, optimize usage, and avoid unexpected costs.

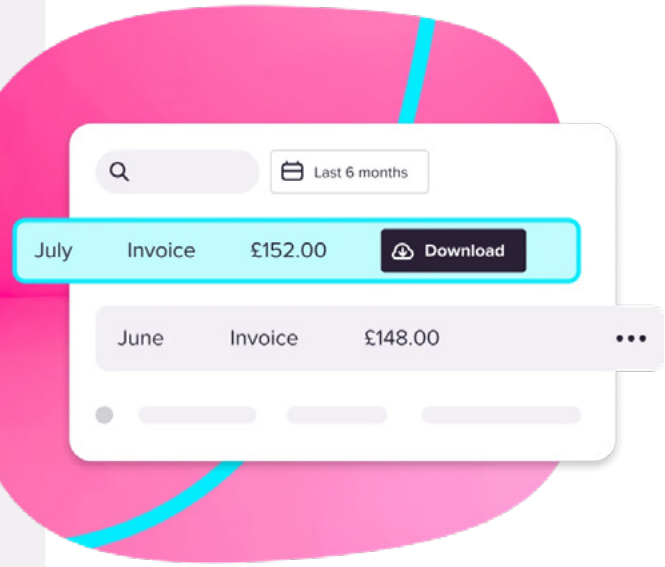
Troubleshooting & Diagnostics

The Pelion Portal makes it easy to understand how your IoT SIMs and devices are behaving, so you get complete control over your IoT connectivity management.

From reviewing SIM records and activity logs to diagnosing unexpected behaviour, our troubleshooting tools are designed for faster resolution and fewer on-site interventions.

- Detailed SIM records with usage history and activity logs
- Visibility of live sessions, IP usage, and connectivity state
- Network and portal logs showing key events such as activations, tariff changes, and user actions
- Faster fault identification, reducing the need for on-site interventions





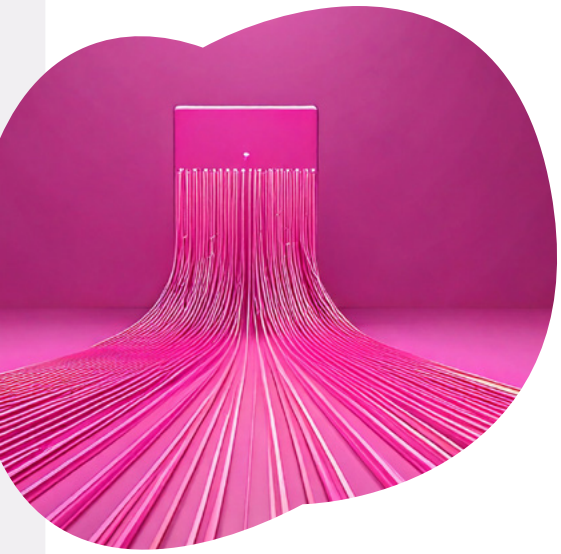
Billing & Invoice Management

Track usage, adjust plans, and manage billing – all in one place.

Pelion's billing tools allow you to:

- View activations, terminations, and tariff changes affecting your bill
- Access a full overview of account tariffs and detailed tariff breakdowns
- View and download invoices and billing reports
- Monitor month-to-date spend and historical usage by tariff and SIM
- Export billing data for forecasting, auditing, and internal reporting

Whether you're scaling up or fine-tuning, Pelion makes it simple to stay in control of costs.



APIs & Integrations

Seamlessly connect APIs for streamlined automation.

Pelion offers rich APIs and integrations that allow you to:

- Retrieve real-time and historical usage data
- Manage SIM lifecycle events programmatically
- Automate alerts, monitoring, and operational workflows
- Integrate with BI tools, SOC platforms, and your existing technology stack
- Create up to 10 integrations directly within the portal
- Generate secure, one-time access keys for API authentication

You can use Pelion's built-in applications, bring your own, or combine both – giving you the flexibility to scale without reworking your architecture.

User Roles, Permissions & Governance

Assign roles, invite collaborators and control access securely.

Easily manage who can do what in your Pelion Portal by inviting teammates and setting the right access levels.

You can group users, so they only see the SIMs that matter to them, keeping everything organized and secure.

Plus, with two-factor authentication available for you and your team, you'll have extra peace of mind knowing that only the right people can get into your account.

Security, Authentication & Access Controls

With Pelion, security is baked in from the start.

You can set smart, real-time alerts that notify you when something odd happens (like data spikes or unusual usage patterns), keeping you ahead of issues before they turn into bill shocks or compromised devices.

Your data is locked down with strong encryption, and suspicious activity gets logged and flagged to our Analytics team.

So, while you're managing SIMs and usage, we're working behind the scenes to make sure access is controlled, behaviour is monitored and only the right people get in.

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HOW TOS

Step-By-Steps for Success

Discover and learn the core capabilities of the Pelion Portal with our how-to guides.

Activate SIMs

Learn how to active your SIMs in the Pelion Portal.

APIs & Integrations

Learn how to integrate IoT connectivity data into your everyday systems.

Consumer eSIM for IoT

Learn how to effortlessly connect your eSIM-only devices.

Invoice Management

Learn how to manage your invoices.

Monitoring Alerts

Learn how to create and manage your monitoring alerts.

Order SIMs

Learn how to order SIMs in the Pelion Portal.

SIM Register

Learn how to get deeper connectivity insights with new filters and bulk SIM searches.

SIM Report

Learn how to view and export customer SIM reports.

Statistics

Learn how to view statistics in the Pelion Portal.

See all product journeys

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Section 4

Architecture & Infrastructure

A guide to the infrastructure behind Pelion's reliable global connectivity

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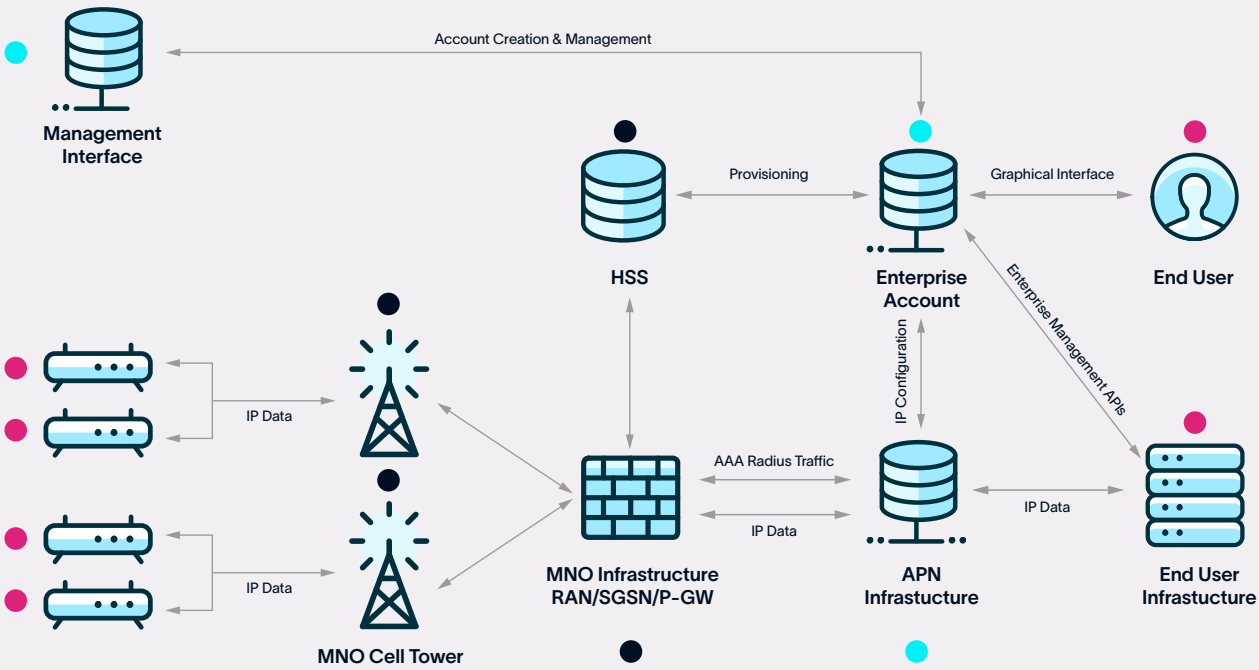
ARCHITECTURE & INFRASTRUCTURE

Connected from the Ground Up

IoT Glossary

Pelion makes it easy to connect and manage devices all over the world.

Behind the scenes, it's built on a solid on-premise, modern infrastructure designed to keep your data secure, your devices connected, and your operations running smoothly – no matter how big you grow.



Cellular Connectivity and Operator Integration

Devices such as smart meters, sensors, and embedded modules connect using Pelion SIMs or eSIMs across multiple mobile network operators (MNOs) worldwide.

Pelion integrates with each operator at both the network level and the API level, allowing all subscriptions – regardless of operator – to be managed centrally through the Pelion Portal. This enables consistent service behaviour, unified provisioning, and global visibility from a single platform.

All operator traffic is terminated directly into Pelion's datacentres, where it enters Pelion's private network environment.

Why It Matters: Your devices stay connected worldwide with one simple system, giving you easy control and visibility from a single platform.

Pelion's Secure Network

All traffic entering Pelion's infrastructure passes through dynamically managed firewalls before reaching the secure core. This is where all critical network functions are executed and protected.

Within the secure network, Pelion provides:

- RADIUS-based AAA services (Authentication, Authorisation, Accounting)
- Private IP address allocation and management
- Traffic routing, segmentation, and policy enforcement
- Live usage monitoring and network visibility

The network (including RADIUS and routing services) operates independently from the Pelion Connectivity Management Portal. This separation ensures that network connectivity and authentication services continue to function even if management or API services are unavailable.

Pelion's secure network is deployed using an N+1 resilience model in geographically separate datacentres. Both UK and US datacentres contain at least two independent sites, enabling full cross-site failover for customers who require geographic redundancy.

Within each datacentre, firewalls, routers, and VPN concentrators operate in redundant pairs. This design removes single points of failure and ensures that even customers using a single standard VPN connection remain protected from localized hardware or software issues.

The Pelion network operates as an integrated software defined firewall ensuring traffic segregation and policy enforcement across the traffic path. Each required element is dynamically updated as customer routing, device subnets, or policies change – maintaining segmentation and security without manual intervention.

Why It Matters: Your IoT traffic is always safe, and your devices stay online, even if parts of the system have issues.

Optimized Switching and Traffic Flow

Pelion's network is designed to handle your data quickly, reliably, and securely. Once traffic enters the secure network, it passes through the switching layer, which controls how data moves between devices, operators, and core services.

This layer is built for high performance and resiliency, ensuring traffic is monitored continuously, segregated by customer, and routed efficiently.

By isolating different types of traffic – such as authentication versus data flows – Pelion can quickly identify and resolve issues while maintaining uninterrupted service.

By implementing redundant switching and connectivity across all datacentre sites, Pelion ensures that in the event of a component or site failure, traffic automatically continues through an alternative path, ensuring seamless operation.

Why It Matters: Your device data moves quickly and reliably, keeping everything running smoothly without interruptions.

Pelion's Datacentres

Pelion designs, builds, and operates its network infrastructure in-house, giving us full control over performance, security, and scalability.

By owning both the architecture and the equipment, we ensure a highly efficient, modern connectivity solution that can evolve quickly as technology and customer needs change.

We maintain a physical datacentre presence across diverse geographic regions in the UK and the US, with primary sites in London, Manchester, Austin TX, and Las Vegas NV.

This distributed footprint provides resilience, low-latency access, and regional proximity for customer deployments.

Our UK and US datacentre deployments each follow an N+1 resilience model. While the design and operational processes are consistent across regions, the networks are managed independently.

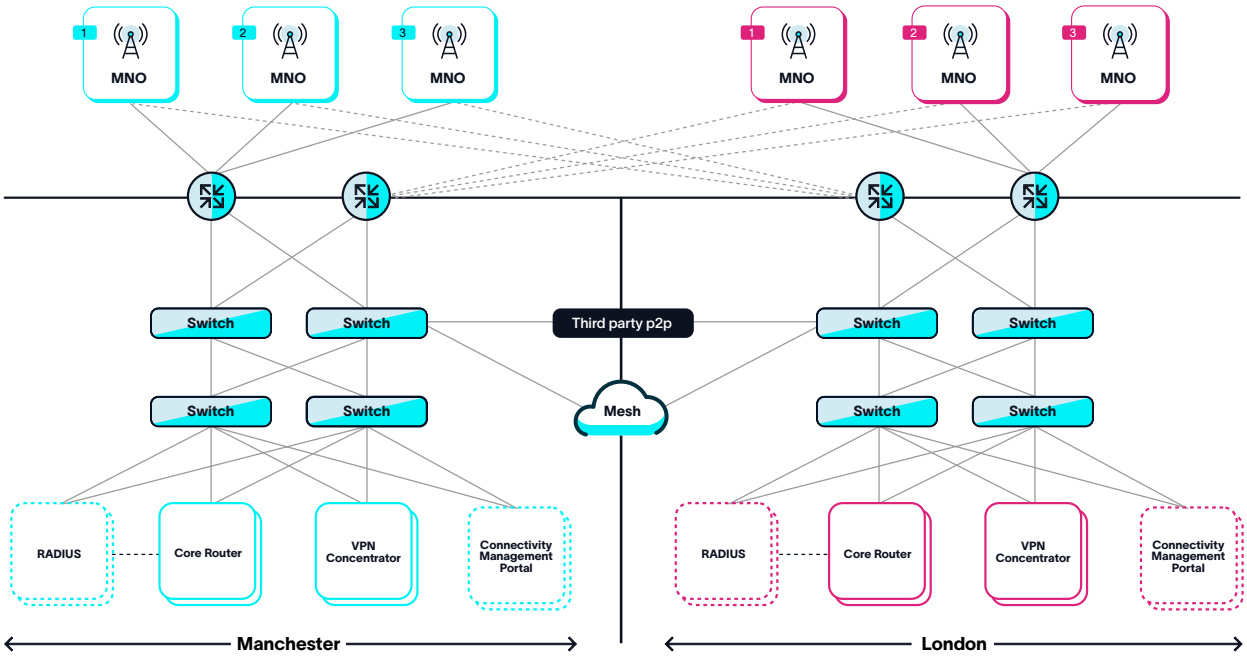
This separation ensures that UK and US data remains safely and legally segregated and allows us to manage relationships with different mobile network operators on a regional basis.

Despite this deliberate segregation, data can still be delivered wherever it is needed. This simplifies policy management for customers while preserving bandwidth and performance.

Operating our own physical infrastructure means we take direct responsibility for outages, upgrades, and capacity scaling.

This ownership keeps our hardware and platforms to a consistently high standard and enables rapid changes without reliance on third-party providers.

We continuously enhance our technology, routing, and hardware, trialling new architectures at small scale before systematically rolling them out across all four primary sites.



Why It Matters: You benefit from predictable performance, strong data governance, and a network that can adapt quickly – without the delays or compromises of third-party infrastructure.

Global Connectivity That Just Works: Pelion's Connectivity, Network & Routing Logic

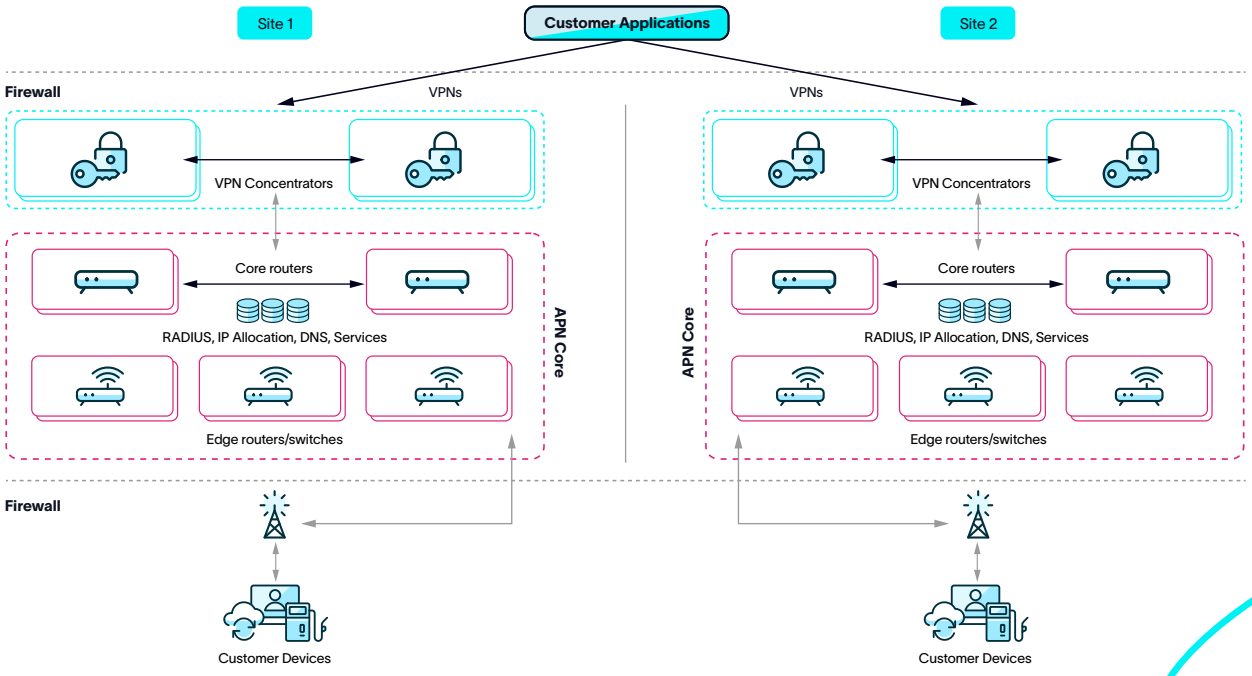
Pelion gives you access to over 600 networks in more than 150 countries, all through one global SIM and a single global APN.

That means your devices can connect wherever they are, without the hassle of switching SIM cards or managing multiple network providers.

Key features include:

- **Network redundancy:** Critical network systems such as routers and VPN concentrators (VPNCs) run in redundant pairs and are active at the same time. They use high-availability technologies like CARP (a protocol that allows devices to share addresses and take over instantly) to balance traffic and ensure seamless failover.
- **Dual-site and multi-site resilience:** Operator connections are delivered into multiple, geographically separate datacentres. Traffic is automatically routed between sites using BGP (the protocol that selects the best available network path) if a site or link becomes unavailable.
- **Operator redundancy:** Resilience is built into all operator connection types, including leased lines, encrypted VPNs (IPSec), and virtual tunnel integrations. Traffic is load-balanced across these connections to maximize uptime and stability.

This ensures that Pelion handles all routing, backhaul, and failover, letting you focus on your devices rather than network management.



Why It Matters: Your devices connect anywhere in the world, with built-in backups that prevent downtime and let you focus on your business.

Streamlined and Secure: Data Flow, Monitoring, and Control

Pelion separates how you manage connections from how your devices send data.

Through the Pelion Portal and its APIs, you can activate SIMs, set up alerts, monitor data usage, and link everything to your existing business systems.

Meanwhile, your device data flows securely via private network to wherever you need it: a cloud platform, data warehouse, or on-premise systems.

Continuous end-to-end monitoring and alerting ensures that if any component or link experiences degradation, Pelion's automation instantly recovers internal service while notifying internal teams for triage and action.

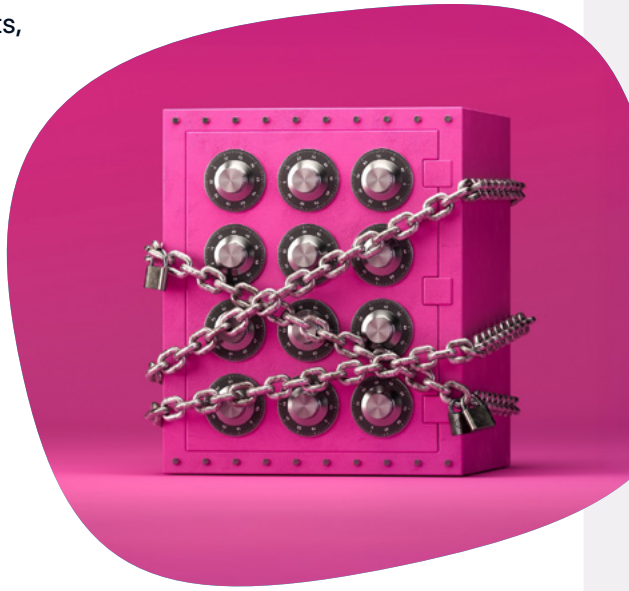
So, you can stay in full control of your connectivity, while your devices send data quickly and securely wherever it's needed.

Why It Matters: You can see and manage your device activity while your data flows safely to where it's needed, with automatic problem recovery.

Security You Can Trust: Multi-Layer Protection for Devices, Data & Networks

Pelion provides multiple secure connectivity methods to suit different deployment requirements:

- **Policy-Based IPSec:** Encrypts traffic between defined subnets, ideal for simple site-to-site connections.
- **VTI IPSec:** Route-based tunnels that support overlapping subnets and dynamic BGP routing – perfect for cloud-based services or complex networks.
- **OpenVPN:** Certificate-based, ad-hoc secure access for engineers or service visits, with self-service management of profiles.
- **Direct Inbound Network Access (DINA):** Authenticated, temporary access to subscribers without exposing public IPs.
- **Data Centre Connect:** Direct private links from datacentres to customer infrastructure for low-latency, high-performance applications.



Each connectivity option can be configured for varying levels of resiliency – from basic single-tunnel failover to advanced multi-tunnel, multi-site configurations – depending on the customer's infrastructure and requirements.

Why It Matters: Your devices and data are protected with multiple options, so your IoT network stays secure no matter the setup.

Built to Grow with You: Scalability & Capacity Planning

Pelion is built for growth – whether you're managing a small test deployment or millions of connected devices across the globe. Our platform is designed to scale seamlessly with your needs, ensuring you can expand without friction.

The Pelion Portal gives you full visibility and control over your IoT ecosystem. From activating SIMs and managing data plans to monitoring usage in real time, everything is automated and accessible from a single interface.

We support all major IoT network types (4G, 5G) as well as NB-IoT, LTE-M, and Cat-M1, allowing you to optimize coverage, power efficiency, and cost depending on your deployment requirements.

Capacity planning at Pelion is an ongoing, robust process. Taking inputs from across Pelion, our customers and their growth plans we build a roadmap of expansion that meets our network needs today and into the future.

We work collaboratively to ensure that your deployments are supported at every level, including the right IP allocation, geographic coverage, and expected data volumes.

This comprehensive approach helps match your operational needs with the right network configurations and data management strategies, so you can scale confidently as your IoT ecosystem grows.

Why It Matters: Your IoT system can grow as much as you need without delays or complications.

Data on Your Terms: APIs, Data Stores & Flow Management

Pelion's APIs are the backbone of our integration and automation capabilities.

They run on secure, resilient instances that always follow our capacity management process, ensuring consistent performance even as your IoT deployments grow.

These APIs provide programmatic access to every major function of the Pelion Portal, letting you control SIMs, manage data usage, and feed insights directly into other business systems.

On the data side, Pelion's infrastructure is designed to move information seamlessly into your chosen environment. Whether you're using a cloud data lake, real-time streaming tools, or on-premises analytics platforms, Pelion provides connectors and data flow options that balance flexibility and control.

All data stores are secure and segregated by customer to meet privacy and regulatory requirements, such as GDPR. Data is retained only for the appropriate duration, and all data held internally is backed up in real time on its specifically designed, segmented network across dual sites to ensure durability and continuity.

This approach means your IoT data remains fully yours – accessible, secure, and ready to power the insights your business relies on.

See our full Pelion API documentation **here.**

Why It Matters: You always have access to your data, in the way you need it, while it stays safe and private.

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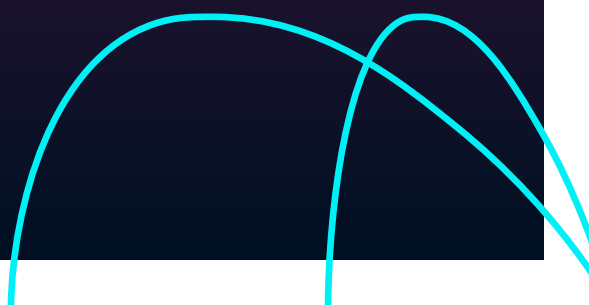
Section 5

Reliability

An overview of how Pelion's architecture ensures reliable global connectivity



Pelion

RELIABILITY

Connectivity You Can Count On

IoT Glossary

When it comes to your IoT partner, connectivity should be a given – not a gamble.

That's why we offer an industry leading 99.995% reliability, so you can stress less and sleep easier.

We back this up with global coverage and multi-operator support, so your devices stay online even when one network struggles.

Plus, we provide support designed for your needs, backed by rapid response and reliable incident handling.

Architecture for Resilience

Pelion's network is designed with reliability at its core.

Every critical component is architected with N+1 redundancy (a design approach where one extra component is always available to mitigate any failures), so nothing depends on a single component.

High-availability network design

- **Multiple datacentres:** Pelion runs more than one datacentre per region, so services never depend on a single site.
- **Resilient network entry points:** All connections into the core network use dual paths (primary and backup), automatically switching if one fails.
- **Resilient core systems:** Routers and VPN concentrators are paired using high-availability technologies (e.g. CARP), enabling automatic failover if one device goes down.
- **Active-active operation across sites:** Switching, routing, and firewall layers run simultaneously across both datacentres, ensuring multiple traffic paths without rerouting.
- **Local high availability:** Components use local redundancy (e.g. RAID, virtualization clusters) to provide additional resilience within systems.

This means that if one element fails, another is already running and ready to take over instantly – keeping traffic flowing without interruption.

Why It Matters: Pelion's architecture is designed to ensure failures don't stop your devices from staying connected.

Dual Power as Standard

- Each datacentre rack is equipped with two independent power circuits and Power Distribution Units (PDUs).
- Every device has two power supplies connected to independent power circuits.
- Power utilization is maintained at less than 80% to ensure adequate capacity during any times of increased load.

Why It Matters: Your devices and systems keep running even if one power source fails.

Operator Redundancy

- Every operator is integrated using geographically resilient network paths, employing automatic failover controlled with BGP.
- All RADIUS (the service which controls access to the Pelion network) is hosted at each network entry location and uses local load balancing to ensure high performance in standard operation and high load scenarios.
- Pelion integrates with Operators in the most appropriate way for each solution:
  1. A Leased Line into each regional data centre, carrying both data and RADIUS traffic
  2. IPSec into each regional data centre, carrying both data and RADIUS traffic
  3. L2TP integration including data over one of the above and RADIUS from 4x load balanced LACs across the sites.
- Supplier diversity is employed at all possible levels, avoiding dependency on any single vendor or network path.

Why It Matters: Your connections are resilient so devices can always communicate even if one operator fails.

Load Balancing

- Operators are available in geographically resilient data centre sites.
- RADIUS is load balanced locally within a data centre and geographically between sites; no matter which site services data traffic, RADIUS is available.
- Pelion provide high-capacity links between our data centre locations, ensuring that there is no degradation in performance should the preferred path be unavailable.

Why It Matters: Traffic is shared evenly so performance stays consistent no matter what.

Cross-Site Resiliency

If one datacentre becomes unavailable, the second site automatically takes the full load.

Designed for total failover

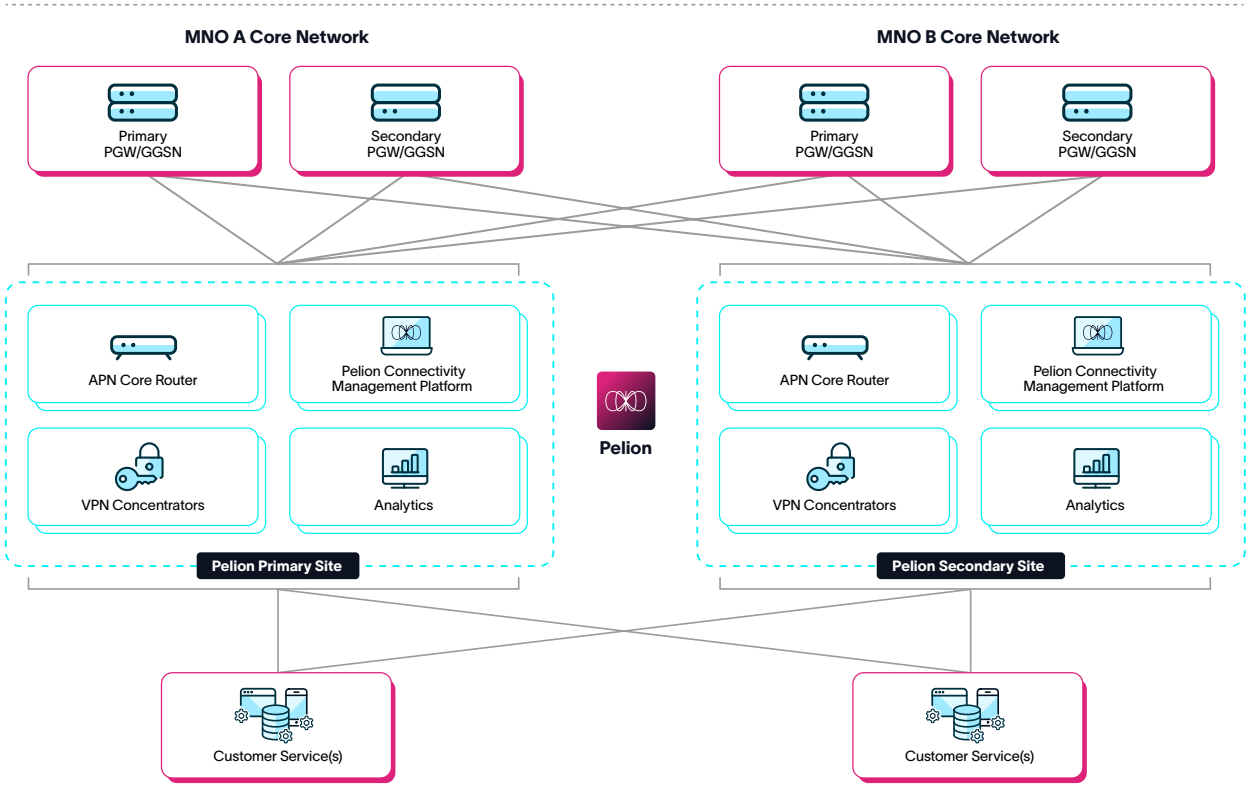
- Each site has capacity to handle 100% of traffic during an emergency.
- Edge ports run at 10 or 25Gb (appropriate for the connected service), with equivalent cross-site bandwidth.
- All core services are duplicated like-for-like in each site, with configuration management in place to ensure consistency of performance and availability.

Geographically-Redundant Data

All collected data is stored across Pelion's datacentres, ensuring consistency and availability even during regional disruptions.

Resilient cross-site mesh

- All sites are interconnected through a mesh network.
- Links are delivered by multiple separate network suppliers for true provider diversity.
- If any provider's link fails, the alternate link carries all traffic automatically.



Why It Matters: Your data and devices stay fully operational even if a site goes down or a connection fails, because traffic automatically switches to other locations and your data is safely stored in multiple places.

Platform and Virtualization Resiliency

Virtualized Services

In addition to dedicated physical systems being used in the critical network path, Pelion leverages virtualization and containerization technologies to provide resilient, scalable infrastructure to support key services.

In addition to application-level high availability, hypervisor clusters are used to allow seamless recovery in the event of a hardware failure.

Why It Matters: If part of the system fails, your IoT platform recovers automatically so operations continue without interruption.

Benefits of Cellular Fallback & Resiliency with Pelion

1

Operational Continuity

In business-critical IoT applications, fallback and resiliency ensure services remain operational without downtime.

2

Scalability

Ensures continuous connectivity, allowing businesses to scale with confidence while maintaining reliable performance.

3

Enhanced Reliability

Multi-network connectivity improves IoT reliability by leveraging multiple carriers and network technologies.

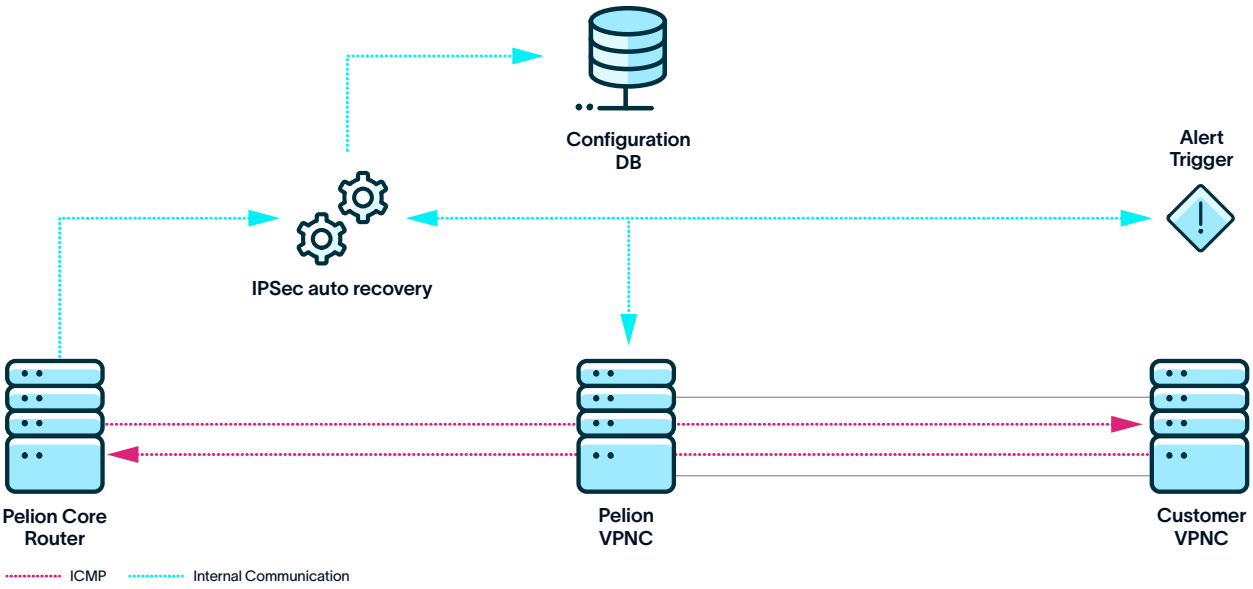
Incident Management & Recovery

Pelion continuously monitors its infrastructure so that if a problem occurs, automated systems react immediately to fix it.

- Automated systems detect and respond to failures instantly.
- Traffic is rerouted, services failover, and redundant components activate without user intervention.
- Internal engineering teams receive immediate alerts for triage and follow-up.

Internally, Pelion operates a robust and streamlined recovery management process, involving key experts from across engineering and support, ensuring a coordinated and efficient resolution.

This combination of automation and real-time visibility minimizes disruption and keeps your IoT operations predictable.



Building for The Future

Connectivity environments change fast – new networks, evolving standards, increasing device counts.

Pelion stays ahead by adopting technologies like eUICC SIMs, higher availability transport layers and adding new networks globally.

You're not only buying today's stability – you're investing in tomorrow's capability.

Whether you scale out across thousands of devices, move into new regions or adopt new standards, Pelion ensures your connectivity foundation stays ready for what's next.

Why It Matters

Pelion's architecture is built for peace of mind.

When reliability, performance and support are all wrapped into one offering, you can focus on building your business – not on firefighting connectivity problems.

With Pelion's architecture, redundancy, monitoring, uptime promise and future ready approach, you get a partner built for IoT at scale.

Your devices stay connected, your data stays safe, and your services keep running – even when unexpected issues arise.

Let your devices do the work you need.

Let Pelion manage the connectivity behind them.

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Pelion

Section 6

Security

How Pelion keeps IoT devices protected, connected, and running reliably

Pelion

SECURITY

Protecting Every Connection & Every Device

IoT Glossary

At the core of our offering lies a highly resilient connectivity architecture delivering 99.995% uptime across 600+ networks in more than 150 countries – backed by global SIM capability and a single management portal.

Our advanced network access, running on our own private APN, uses network segmentation and secure protocols to ensure your IoT traffic remains isolated and protected from exposure to the public internet.

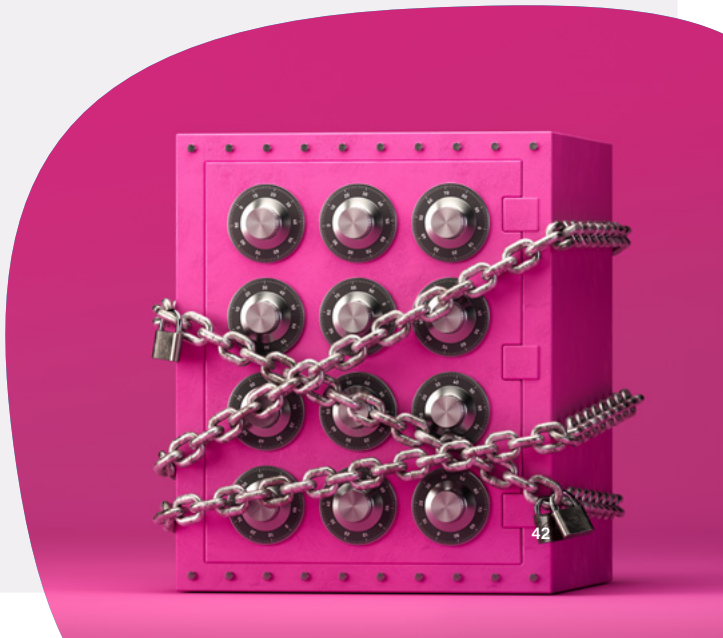
Compliance & Certifications

With Pelion, compliance is built-in.

We hold ISO 27001 certification across our global operations.

Additionally, our connectivity-management terms include robust data-processing addendums to align with GDPR requirements, enabling auditability and transparency around data transfer, breach notification and sub-processor supervision.

By partnering with Pelion, you'll benefit from a vendor who takes both security and regulatory compliance seriously – helping your deployment meet internal and external audit requirements, regulatory regimes or sector-specific standards.



Pelion

Secure Connectivity Options

We offer a full range of connectivity-security options so your device fleet can communicate safely and privately:

Private APN

What is a Private APN?

A private APN is a private mobile data network for IoT devices that keeps their traffic off the public internet and routes it securely through Pelion's network to customer systems.

About Pelion's Private APN

Our private APN enables dedicated routing of IoT device traffic through Pelion's secure network rather than the public internet.

This approach isolates IoT data flows from general mobile broadband traffic and ensures consistent enforcement of customer-specific policy across all connections.

Private APN also supports the use of static private IP addressing, allowing controlled, and predictable device access paths without exposing endpoints to the wider internet.

Security Features

- Completely isolated IoT traffic path, separated from public or consumer networks
- Enforced authentication procedure for allowed SIMs only
- No public internet breakout unless explicitly required
- End-to-end IP integrity maintained through Pelion's active-active routing

Service Features

- Static and Dynamic private IP address support
- Multi-operator, dual-site routing for maximum uptime
- Deterministic policy enforcement across the entire network path
- Geo-redundant data flow with automatic failover between sites
- Suitable for high-scale, always-on IoT deployments requiring predictable routing

Resilience

- Dual-site, load-balanced RADIUS authentication for continuous operation
- Redundant operator integrations (leased line, IPSec, L2TP) for high availability
- Traffic routed through HA firewall pairs

Private APN as Standard

Using Pelion means access to our private APN as standard. You benefit from secure, reliable connectivity out-of-the-box, with predictable performance, built-in redundancy, and full separation from public networks.

It's one of the key features that ensures your IoT devices can always communicate safely and securely, without any extra setup or configuration.

Policy-Based IPsec

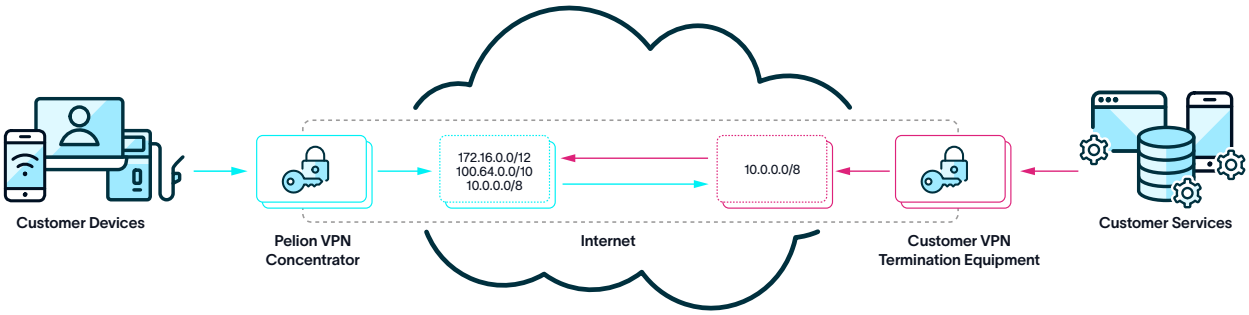
What is Policy-Based IPsec?

Policy-Based IPsec is an always-on encrypted tunnel that securely connects IoT traffic between Pelion and customer systems using fixed traffic rules.

About Pelion's Policy-Based IPsec

Policy-based IPsec delivers fixed device encryption designed for persistent, high-reliability site-to-site connectivity. It is ideal for deployments where traffic patterns are well understood, ensuring uninterrupted data delivery to your critical services.

All tunnels terminate on Pelion's high-availability, CARP-backed VPN concentrators deployed in all datacentre locations, ensuring uninterrupted connectivity even during maintenance or site outages. BGP-managed routing enables instant failover to secondary paths.



Security Features

- Strong IPsec encryption with defined subnet-to-subnet selectors
- Available with dual-datacentre termination with automatic tunnel failover
- High-availability VPN concentrators using CARP redundancy
- Strict traffic policy enforcement for deterministic routing
- Encrypted traffic isolated from public internet paths
- Compliance-aligned cryptographic standards

Service Features

- Ideal for persistent, always-on backhaul
- Predictable routing and fixed endpoint behaviour
- Seamless failover using BGP or IP SLA
- Supports high-scale device networks with static addressing

When to choose Policy-Based IPsec

Choose Policy-Based IPsec when you want strong security with simple, predictable behaviour.

It's best suited for:

- Customers early in their IoT journey
- Fixed traffic flows with little expected change
- Long-term deployments with stable network design

VTI IPsec (Route-Based IPsec)

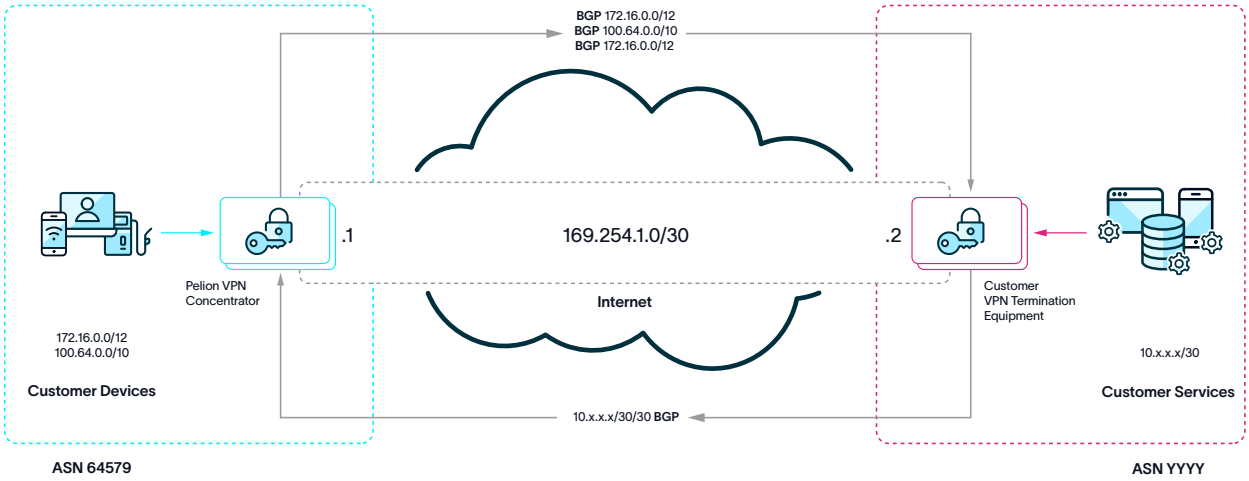
What is VTI IPsec?

VTI IPsec is a modern VPN approach that treats encrypted tunnels like fixed network links, allowing automatic routing and seamless failover.

About Pelion's VTI IPsec

VTI IPsec provides a more dynamic, route-based VPN architecture suitable for complex enterprise networks, hybrid cloud, or environments requiring flexible traffic segmentation.

Each VTI interface participates directly in Pelion's redundant routing configuration, enabling multipath routing, active-active tunnels and advanced failover behaviours.



Security Features

- Encrypted tunnel interfaces supporting dynamic routing
- Dual-site IPsec termination with high-availability firewalls
- Redundant VPNCs leveraging CARP and BGP integration
- Full isolation of IoT traffic within a private routing domain
- Supports granular route management and segmentation

Service Features

- Suitable for multi-region, cloud and complex enterprise networks
- Dynamic routing (e.g. BGP) enables flexible topology changes
- Active-active or active-standby tunnel options
- Great for multi-tenant environments and large-scale IoT estates
- Rapid failover between datacentres

When to choose VTI IPsec

Choose VTI IPsec when you want automation, resilience, and minimal operational overhead.

It's best suited for:

- Modern cloud or hybrid IoT architectures
- Customers who want fully automated failover
- Growing IoT deployments where network topology may evolve
- Environments requiring high availability without manual intervention
- "Set it and forget it" operational models

IPsec Topology

Policy based IPsec is available in a one- and two-tunnel configuration; and VTI IPsec is available in a one-, two- or four-tunnel configuration providing resilience and automated failover in the event of an issue with any of the available connectivity paths.

All tunnels are continuously monitored, and if a failure occurs between Pelion and the customer side, connectivity is automatically restored by re-routing traffic through an alternative path.

These actions can be automated and recover automatically, even outside normal business hours, ensuring uninterrupted service. If a problem occurs at a customer endpoint, we notify you promptly, providing full visibility and guidance.

This proactive monitoring and automatic recovery mean you get peace of mind: your tunnels are watched and maintained 24/7, and any issues are flagged so you can address them efficiently.

OpenVPN

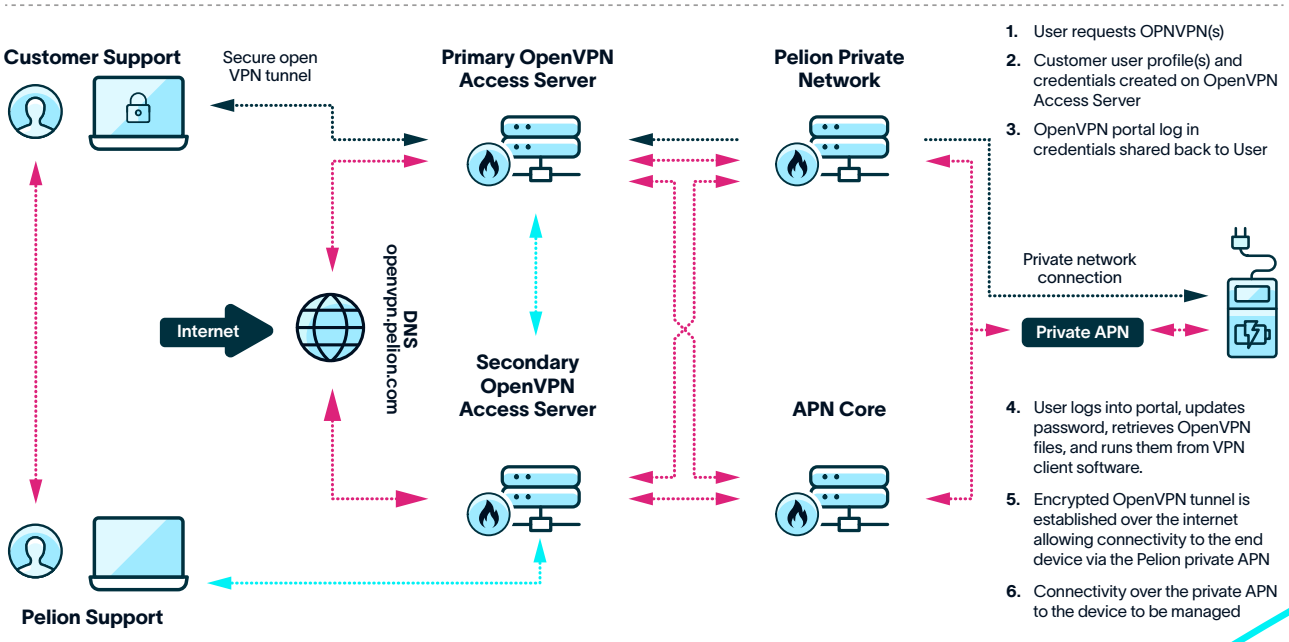
What is OpenVPN?

OpenVPN provides secure, user-based access to IoT devices, designed primarily for people rather than automated systems.

About Pelion's OpenVPN

Pelion's enterprise OpenVPN deployment provides flexible, secure access designed for engineering teams, remote troubleshooting and operational diagnostics.

The service is deployed across Pelion's active-active datacentres, utilising redundant firewall and routing paths for uninterrupted connectivity.



Security Features

- OpenVPN Enterprise deployment
- OpenVPN cryptographic layer
- High availability, redundant architecture
- Pelion software defined firewall

Service Features

- Certificate-based VPN
- User-to-Site (One-to-Many) communications
- Suited for ad-hoc access to subscribers

When to choose OpenVPN

Choose OpenVPN when individual users need secure access to devices.

It's best suited for:

- Engineering and operations teams
- Remote diagnostics and troubleshooting
- Development and testing environments
- User-specific access control
- Temporary or ad-hoc connectivity needs

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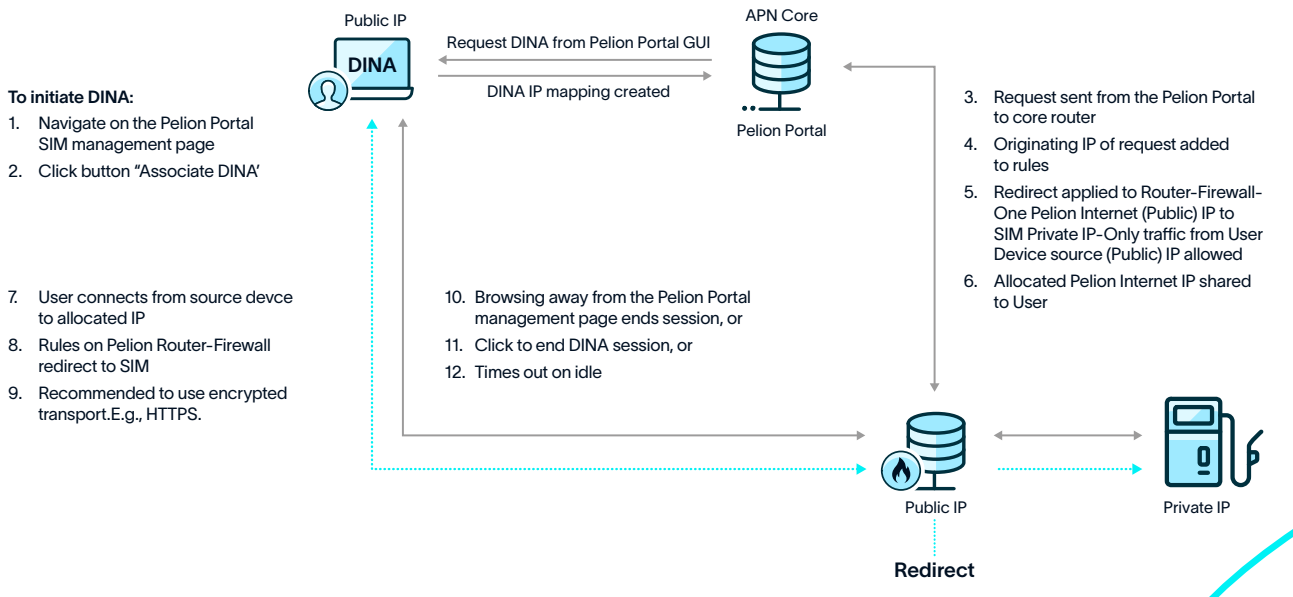
DINA (Direct Inbound Network Access)

What is DINA?

DINA allows secure, authenticated access to IoT devices without assigning permanent public IP addresses or deploying VPN tunnels.

About Pelion's DINA

A secure connectivity method that allows authenticated access without exposing fixed public IPs, combining some of the ease of access of a public IP with greater resilience and control.



Security Features

- DINA functionality is accessible to authenticated users of the Pelion Portal
- One-to-One dynamic mapping of connected device to user end point
- Recommended: Password protected access for local device administration
- Recommended: Secure transport using HTTPS, SSH, or similar

Service Features

- Simple and secure
- Suited for Ad-Hoc access to subscribers
- GUI Access
- No configuration required

When to choose DINA

Choose DINA when you need quick, controlled access without VPN complexity.

It's best suited for:

- Temporary device access
- Customers managing security at the application layer
- Lightweight alternatives to VPNs
- Proof-of-concept or smaller deployments
- External access without exposing private networks

Data Centre Connect

What is Data Centre Connect?

Data Centre Connect provides direct, private connectivity between customer infrastructure and Pelion's data centres, completely bypassing the public internet.

About Pelion's Data Centre Connects

Leveraging either cross-connects within a data centre where both parties infrastructure are hosted, or by implementing a connection from a Pelion data centre to customer deployed infrastructure, data centre connects provide the highest-performance connectivity option, delivering a dedicated, private, low-latency path between customer infrastructure and Pelion's dual active datacentres.

Traffic remains entirely off the public internet and benefits from Pelion's multi-supplier network, redundant switching layers and High Availability (HA) routing.

Security Features

- Fully private Layer-2 or Layer-3 connectivity
- No internet exposure at any point
- Available as dual supplier, dual physical path connectivity
- Redundant switching fabric and HA firewalls
- Optional MAC filtering and traffic segmentation

Service Features

- Ultra-low latency and high throughput
- Ideal for data-intensive workflows or cloud offload
- Direct interconnects into major carrier and cloud facilities
- Active-active routing across Pelion's datacentres
- Can be combined with VPN services for hybrid architectures

In combination these features provide segmentation of traffic flows, isolation of device-groups, encrypted tunnels to enterprise back-ends and controlled remote access for diagnostics or updates.

When to choose Data Centre Connect

Choose data centre connects when performance and privacy outweigh flexibility.

They're best suited for:

- High-volume or real-time data use cases
- Long-term, stable architectures
- Enterprises already present in data centres
- Strict compliance or security environments
- Hybrid designs combining VPN services

IP Management & Firewall Architecture

Pelion's connectivity platform delivers secure and controlled IP management alongside robust firewall and routing mechanisms. IP allow-listing provides an additional layer of control, enabling subscribers to communicate only with services on defined IP addresses.

This protects your devices from unauthorized access over the internet and can be applied to any VPN setup or configurations using dynamic IP addressing.

Customers can request updates or amendments at any time, ensuring ongoing control of traffic flows. We can also manage traffic redirects to customer endpoints on their behalf. It is important to note that Pelion's allow-listing accommodates IP addresses only; web or DNS addresses cannot be added.

For IP management, Pelion allocates handset IP addresses from defined private ranges (172.16.0.0/12, 100.64.0.0/10, 10.0.0.0/8 depending on the operator).

When customers request Policy-Based IPsec and encounter conflicts, Pelion can assign a fixed handset IP block, which will eliminate conflicts and providing a predictable addressing scheme. To do this, we work with the customer to ensure the allocated range does not conflict with existing private networks.

While Pelion cannot guarantee that the range will match customer preferences or that a larger subnet will be available, we use addresses across the private IP address space to avoid conflicts with customer IP allocation wherever possible.

Together, these controls ensure subscribers remain isolated within the private APN and traffic flows are strictly managed.

Firewalls and policy-based configuration ensure consistent enforcement, regardless of connectivity type.

IP allow-listing combined with dedicated handset IP ranges provide predictable, secure addressing while protecting traffic from unauthorized access and helping manage data costs.

Key Features & Benefits

Firewall

- Added layer of security
- Known subscriber traffic destination(s)
- Eliminates "excess" traffic
- Controlled traffic redirects across deployments

IP Management

- Accommodates standard IPsec conflicts
- Known IP range for subscribers

Why choose Pelion's security services?

01 Enterprise-grade protection across device, SIM, and networklayers

02 Flexible VPN, IPsec, and private APN options for secure connectivity

03 Built-in monitoring and anomaly detection

04 Certified and compliant with global standards

05 Scalable for any IoT deployment size

Whether you're deploying hundreds of devices or scaling to tens of thousands, our model is designed to deliver security by default – giving you peace of mind and control across every stage of your IoT deployment.

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Section 7

Support & Onboarding

A breakdown of Pelion's support tiers, SLAs, onboarding, and resources

SUPPORT & ONBOARDING

Your Business, Our Expertise

The success of your IoT deployment depends on choosing the right connectivity partner.

With over 25 years of experience, we've seen it all and we know how to overcome connectivity challenges and keep your devices connected at every stage. From deployment to scale, we help you build IoT solutions that deliver reliable performance and real business value.

Lothian

"A key factor in our decision to appoint Pelion was the benefit of working with such a knowledgeable and experienced technology partner, at a competitive price."

Philip Lock, Strategic Systems Manager, Lothian

POST SALES

Support That Sticks with You

We don’t disappear once you’ve signed the dotted line.

Following onboarding, our Customer Success team will be on-hand for ongoing guidance and support throughout your IoT journey.

For customers on qualifying service tiers, a dedicated Account Manager provides tailored support to help maximise the value of your IoT services.

Enterprise customers also benefit from regular touchpoints, including quarterly service reviews to track connectivity performance, SIM health and usage trends, alongside proactive recommendations, custom reporting insights and guidance to help optimise deployments.

As your deployment grows, Pelion’s team stays actively engaged to help ensure your connectivity remains reliable, efficient and aligned with your business needs.

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SUPPORT SLAS

Around the Clock Support Because Your Business Never Sleeps

If your devices go down or start behaving strangely, you want to know that your IoT partner is on-hand to put things right any day, any time.

We're here to solve incidents in a flash with support from our global team of experts, available 24/7 to keep you connected.

Every Pelion Plan includes Essentials support, but for those who want extra peace of mind, a dedicated service delivery manager and lightning-fast responses when things go sideways, our tailored support plans are designed for even more assurance and care.

With Pelion's dedicated support services, you benefit from a structured support approach across all service tiers, helping ensure a consistent and predictable experience when incidents occur.

From the Essentials level through to Professional and Enterprise, support is delivered with prioritized handling and responsive engagement, with enhanced responsiveness available at higher service levels.

For mission-critical deployments, you'll get advanced SLAs for fast resolution, ensuring you're not left waiting when the unexpected happens.

Our Enterprise tier includes 24/7 support for critical issues, dedicated escalation contacts, root-cause analysis and full-service reviews.

With Pelion's support services, you're not just getting standard help desk cover – you're partnering with IoT-connectivity and device-deployment experts, backed by transparent service erms and predictable pricing.

So, you can focus on building your business rather than worrying about operational risk.

KNOWLEDGE HUB

Knowledge At Your Fingertips

You'll get everything you need to manage your IoT services right at your fingertips.

Our knowledge base is packed with guides, articles and portal walkthroughs that make it easy to understand how Pelion works.

You'll find step-by-step instructions for activating SIMs, using the portal, connecting APIs and setting up alerts and reports.

Quick Start Guides, User Guides, and API references are all available so you can handle your connectivity smoothly and solve any issues quickly.

These resources are designed to help you get the most out of your deployment without any headaches.

Knowledge Base

Technical Documentation

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SUPPORT TIERS

Support That Scales with You

No matter how complex the setup, Pelion's Support Plans make sure you get flexible, tailored support.

	Essentials	Professional	Enterprise
Service Contact			
Contact Method	Email, Support Portal & Phone	Email, Support Portal & Phone	Email, Support Portal & Phone
Service Times			
Europe	8:00 AM – 6:00 PM GMT	8:00 AM – 6:00 PM GMT	8:00 AM – 6:00 PM GMT
North America	8:00 AM – 6:00 PM Eastern Time	8:00 AM – 6:00 PM Eastern Time	8:00 AM – 6:00 PM Eastern Time
Priority Incident Service Times	N/A	24x7 for P1/P2 issues	24x7 for P1/P2 issues
Initial Response Times			
P1	1 business hour	1 hour (24/7)	30 minutes (24/7)
P2	N/A	4 hours (24/7)	3 hours (24/7)
P3	N/A	8 business hours	6 business hours
Additional Support Resources			
Pelion Knowledgebase Access	Yes	Yes	Yes
Technical Services			
Trace requests	Not included	Yes At customer request	Yes At customer request
Integration Support (Devices, API)	Not included	Not included	Yes
eUICC Migration	Not included	Not included	Yes
Ad Hoc Custom Reporting	Not included	Not included	Yes At customer request
Additional Support Services			
Onboarding Support	Self Service	Email, Support Ticket	Email, Support Portal & Phone
Service Management			
Planned Event / Change Support	At predefined windows	Planned in advance	As required
Root Cause Analysis Reports	Not included	Yes At customer request	Yes At customer request
Service Review Meetings	Not included	Not included	Yes Quarterly
Dedicated Escalation Contact	Not included	Not included	Yes
	£50 / mo Included on all Pelion plans	**£250 / mo**	**£1000 / mo** Up to 10,000 SIMS £1,500 / mo for 10,000+ SIMs

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ONBOARDING

Getting Started: Your Onboarding Journey

1 Welcome & Introduction

You'll receive a personalized welcome email introducing your onboarding contact and providing everything you need to begin:

- A brief introduction to our team and your onboarding process
- Links to self-service resources and documentation
- A Quick Step Guide for getting started
- A meeting booking link if you'd like to schedule a guided walkthrough

2 Initial Check-In

If you haven't scheduled a meeting or responded to your welcome email, we'll follow up to offer another opportunity to connect.

If you've already met with us, we'll check in to ensure you're comfortable and progressing smoothly.

3 Kick-Off Meeting

During this session, we'll cover:

- Product goal setting: Defining what success looks like for you
- Milestone confirmation: Setting key checkpoints to track your progress
- Product and key feature overview: Highlighting the most important tools for your use case
- Resource review: Quick Start guides, help pages, and documentation

4 Milestone Checks

To help you stay on track, we'll check in at key milestones to confirm:

- You can log in successfully
- SIM stock (if applicable) has been ordered
- Subscribers or users are activated

These checkpoints ensure your setup is complete and everything is functioning properly.

5 Final Review Meeting

At the end of your onboarding phase, we'll hold a brief review meeting to:

- Address any questions
- Confirm all milestones are met
- Discuss next steps for continued growth and success
- Set future goals or business reviews (QBRs) with your account manager

6 Final Loop & Feedback

Once onboarding is complete, we'll invite you to:

- Complete a short survey or provide feedback on your experience
- Schedule your next review with our Account Management team

Your feedback helps us continue improving and ensures we align with your long-term goals.

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GETTING TOUCH

Staying Connected: Your Route to Support

Whatever your preferred way to connect, there's a route to our Support team for you.

You can get in touch with us any time by:

Raising a ticket through your **Support Portal**

Calling us on **+ 44 330 175 3333** (UK) or **+ 1 302 467 3672** (US)

Getting in touch on **our website**

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Section 8

Pelion Plans

An overview of Pelion Plans, pooling options, add-ons, and getting started

PELION PLANS

Tailored Plans, Total Control

Pelion Plans combine connectivity, platform and support services into a single, flexible package, giving you the freedom to scale your IoT solution efficiently.

Simplicity & predictability:

Instead of piecing together separate connectivity, SIM, platform, and support contracts, Pelion's bundled plans offer a single reference point for budgeting and management. You can Build Your Own Bundle, based on needs.

Flexibility & scalability:

Bundles can scale (number of devices, data volume), adapt (pooled usage), and evolve (moving up tiers) as your IoT deployment expands.

Optimized cost efficiency:

By combining services you benefit from economies of scale (e.g., pooled data usage), fewer administration overheads, and better unit cost per device.

Better governance & control:

A bundled service with one provider ensures consistent terms, unified reporting, consolidated billing and integrated support & operations.

Futureproofing:

A well-structured bundle enables you to adopt new modules or add-ons (e.g., advanced monitoring, global roaming) without re-architecting your entire IoT stack.

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OVERVIEW

What's Included?

Pelion Essentials

Best for reliable connectivity across all UK networks.

KEY FEATURES:

- ✓ Connect to any UK network
- ✓ 99.995% reliability
- ✓ eUICC enabled IoT SIMs
- ✓ 5G / 4G / LTE Cat-1 BIS / Cat-M / NB-IoT
- ✓ Pelion Portal
- ✓ Essential support
- ✓ Low-touch onboarding
- ✓ Customer support portal
- ✓ API access
- ✓ Global roaming across 150+ countries
- ✓ Customer success team

Pelion Professional

Best for IoT deployments that need security and enhanced support.

EVERYTHING IN ESSENTIALS PLUS:

- ✓ Dual IPSec VPN
- ✓ Professional support
- ✓ eUICC migration guidance
- ✓ Trace requests
- ✓ Enhanced incident response times

Pelion Enterprise

Best for scaling Enterprises that want dedicated technical experts and strategic support.

EVERYTHING IN PROFESSIONAL PLUS:

- ✓ Enterprise support
- ✓ Advanced monitoring and reports
- ✓ Quarterly service reviews
- ✓ White glove support
- ✓ Dedicated account manager
- ✓ Dedicated escalation contact
- ✓ Ad hoc custom reporting

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MODEL

Pricing Model, Pooling & Flexibility

Pricing model

Our pricing model is built on transparency, flexibility and scalability.

Simply select the plan tier that best suits your deployment then pay based on usage and device count, with optional pooling across devices.

Subscription tier

(Essentials/Professional/Enterprise):

Monthly (or annual) base fee.

Data usage / pool:

Devices draw from a shared pool of data under that plan; unused data may roll-into next period (depending on terms) or be redistributed.

Flexibility:

You may scale up or down device numbers and data usage; move between plan tiers as your needs grow; add or remove modules. Bundle, based on needs.

Device count:

Fee per SIM/device depends on plan tier and geography.

Pooling

The pooling feature means you don't need to allocate individual device data budgets; rather you share a collective allowance across all connected devices under one account. This improves usage efficiency and cost predictability.

Example

- Choose "Professional" plan for 10,000 devices
- Pool: 500 GB/month data shared among those devices
- Additional data above pool is charged at a predefined rate
- If you grow to 20,000 devices, you can scale the pool/plan accordingly
- Need higher SLA? Upgrade to Enterprise for dedicated support and global fallback networks

"We have so much flexibility with Pelion. We know exactly what's available to us, we can chop and change as and when bundles are required, depending on our data usage."

Abdul Qayoom, IT Service Manager, Avanti West Coast

Add-Ons & Optional Modules

On top of the core bundles, you can turn on extra modules and add-ons to boost your setup:

1

Extended roaming / extra networks

Add access to additional carriers or fallback networks for improved coverage/resilience (especially relevant in global operations)

2

Advanced security module

E.g. VPN, Dual IPsec, secure device access

3

Custom analytics & AI insights

Advanced dashboards, predictive analytics or custom data-feeds

4

On-boarding & deployment services

Advanced dashboards, predictive analytics or custom data-feeds

5

24/7 premium support / dedicated account manager

For high-availability or mission-critical systems

6

Migration services

Migration support that makes it easy to switch to Pelion and stay ahead with the latest network technologies and SIM standards

These modules let you customize your bundle to fit your IoT solution, instead of being stuck with a one-size-fits-all approach.

Next Steps

01 Evaluate your current and projected device count, data usage, geography/ regions, service level requirements and growth trajectory.

02 Choose the plan tier that aligns with your immediate needs; leave room to scale or upgrade.

03 Consider which add-ons/modules you need now vs later (e.g. security, extra networks).

04 Contact the Pelion sales/consulting team for a customized quote.

05 Monitor usage through the portal, ensure you're getting effective pooling and utilization; review periodically to optimize.

Not sure what's right for you?

Give Pelion a spin with our free trial offer. You'll get:

Start your trial →

- 30 days to test your Pelion SIMs
- Access to 600+ local & global networks
- Up to 5 Pelion eUICC-enabled IoT SIMs
- 50MB monthly SIM data allowance
- Access to Pelion Portal to monitor and manage your SIM activity

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Appendix:

Full feature list and description:

Feature	Description	Plan(s)
Access 600+ Global & Local Networks	Connect your IoT devices to hundreds of mobile networks worldwide for reliable global coverage.	Essentials, Pro, Enterprise
99.995% reliability	Enjoy near-perfect uptime so your devices stay connected almost all the time.	Essentials, Pro, Enterprise
eUICC-enabled IoT SIMs	Use flexible SIM cards that let you switch networks remotely without changing the physical SIM.	Essentials, Pro, Enterprise
Pooled Data & SIM Grouping	Share data across multiple SIMs to make the most of your data allowance.	Essentials, Pro, Enterprise
Supports 4G/ 5G/ LPWAN/ NB-IoT	Works with all major wireless technologies to suit any IoT use case.	Essentials, Pro, Enterprise
Pelion Portal	Manage your devices, SIMs, and data usage easily through a single online dashboard.	Essentials, Pro, Enterprise
Inclusive Essential Tier Support	Get access to basic technical support whenever you need help.	Essentials, Pro, Enterprise
Low Touch Onboarding	Quickly and easily set up new devices with minimal manual steps.	Essentials, Pro, Enterprise
Customer Support Portal	Access help articles, resources, and support tickets all in one place.	Essentials, Pro, Enterprise
API access	Integrate Pelion's features directly into your own systems and apps through easy-to-use APIs.	Essentials, Pro, Enterprise
Global IoT Roaming Support	Keep devices connected even when they move across countries and regions.	Essentials, Pro, Enterprise
Included Dual IPSec / VPN	Secure your data connections with built-in encrypted network options.	Pro, Enterprise
Pelion Pro Tier Support	Receive faster response times and more in-depth technical assistance.	Pro, Enterprise
Advanced Monitoring & Reports	Track performance, usage, and device activity with detailed analytics.	Pro, Enterprise
Customer Success Team	Work with experts who help you get the most out of your IoT deployment.	Pro, Enterprise
Deployment & Migration	Get help setting up or moving your IoT devices and systems to Pelion.	Pro, Enterprise
Advanced monitoring and alerts	Get real-time notifications if devices or networks experience issues.	Enterprise
Includes Enterprise Tier Support	Access top-level support with dedicated technical experts and priority service.	Enterprise
Quarterly Service Reviews	Regular check-ins to review performance and plan for improvements.	Enterprise
High Touch Onboarding	Receive hands-on guidance and support during setup for a smooth start.	Enterprise
Dedicated Account Manager	Have a single point of contact who understands your business and needs.	Enterprise
Dedicated Escalation Contact	Get a direct contact for urgent or complex issues to ensure quick resolution.	Enterprise

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Section 9

Glossary

A list of commonly used IoT terms, acronyms, and connectivity concepts

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Glossary:

Term	Description
AAA	Stands for Authentication, Authorisation, and Accounting. This is RADIUS protocol and describes how a network checks a device's identity, decides what it is allowed to do, and records how much it uses the network.
APN	Access Point Name. A setting on a device that tells it which mobile data network to connect to and how to reach private or secure services.
API	Application Programming Interface. A way for software systems to talk to each other automatically, allowing customers to manage devices, data usage, and settings without logging into a website.
BGP	Border Gateway Protocol. A system that helps large networks decide the best path for data to travel across its network or the internet.
CARP	Common Address Redundancy Protocol. A method that ensures network services stay available by switching traffic to a backup system if the main one fails.
Cat-M / LTE-M	A mobile network technology designed for IoT devices that use small amounts of data and need good battery life, such as trackers or sensors.
CHAP	Challenge Handshake Authentication Protocol. A secure way for devices to prove their identity to a network without sending passwords in plain text.
CMP	Connectivity Management Platform. The main system customers use to manage SIMs, devices, usage, billing, and settings.
DINA	Direct Inbound Network Access. A secure way to temporarily access a device without giving it a public internet address.
eSIM	A digital version of a SIM card that allows mobile plans to be added or changed remotely without physically replacing the SIM.
eUICC	The physical chip inside a device that stores one or more eSIM profiles. Often used interchangeably with "eSIM," but technically refers to the hardware.
GDPR	General Data Protection Regulation. A European law that protects personal data and controls how companies collect, store, and use it.
GRE	Generic Routing Encapsulation. Wraps IoT traffic for transport across different networks, often paired with IPsec to enable secure, flexible routing and advanced features like multicast. This is used for dynamic VPN routing and commonly referred to as a tunnel in a tunnel.
GSMA	The global organisation that sets standards and rules for mobile networks and technologies, including SIM and eSIM specifications.
GUI Access	Graphical User Interface Access. The ability to use a visual website or dashboard instead of technical commands.
HA Routing	High Availability routing. A network design that ensures traffic continues flowing even if one system fails.
HTTPS	Secure version of HTTP (Hypertext Transfer Protocol) used for websites. It encrypts data so information can't be read while traveling across the internet.
ICCID	A long, unique number that identifies a SIM card. It is used to track and manage the SIM throughout its entire lifecycle.

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Glossary:

Term	Description
IP Address	A numerical label given to a device so it can send and receive data on a network. It can change over time and may be private or public. Every device/server/switch/website/router in the world has an IP address.
IPSec	Internet Protocol Security. A method for securely encrypting data traveling between networks.
L2TP	Layer 2 Tunneling Protocol. A way to create secure connections between networks, often used in VPN setups.
LAC	L2TP Access Concentrator. A network component that receives secure tunnel connections from devices or partners.
LPWA / LPWAN	Low Power Wide Area Network. A type of network designed for devices that send small amounts of data and need long battery life.
MAC	Media Access Control address. A unique hardware identifier assigned to network equipment. This is physical to the equipment and will never change, unlike an IP address which is logical and can be changed.
M2M	Machine-to-Machine. Describes devices communicating with each other automatically without human involvement.
MNO	Mobile Network Operator. A company that owns and runs mobile network infrastructure, such as cell towers and radio networks.
MVNO	Mobile Virtual Network Operator. A company that sells mobile connectivity using an MNO's network, often adding extra services or security layers.
N+1 Redundancy	A design approach where one extra system is available as backup to prevent downtime if something fails.
NAT	Network Address Translation. A technique that allows many devices to share a single public internet address for security and efficiency.
NB-IoT	Narrowband IoT. A network technology designed for very low data usage devices like meters and sensors.
PAP	Password Authentication Protocol. A basic method where a device sends a username and password to access a network.
PDU	Power Distribution Unit. A device that safely distributes electrical power to servers and network equipment.
RADIUS	A system that controls which devices are allowed on the network, assigns them access, and tracks their usage.
RAID	Redundant Array of Independent Disks. A way of storing data across multiple hard drives to prevent data loss.
SGP.02	A GSMA standard defining how eSIM profiles are securely downloaded and managed for IoT devices.
SGP.22	A GSMA standard focused on consumer eSIM devices like smartphones and tablets.

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Glossary:

Term	Description
SGP.32	A GSMA standard designed for large-scale IoT deployments that simplifies remote eSIM management.
SIM	A small piece of hardware in a device that identifies it on a mobile network and enables connectivity.
SLA	Service Level Agreement. A contract that defines service performance expectations such as uptime and support response times.
SSH	Secure Shell. A secure way to remotely access and manage systems using encrypted connections.
VLAN	Virtual Local Area Network. A way to logically separate devices on the same physical network for security or organisation.
VPN	Virtual Private Network. A secure connection that encrypts data between devices and private networks.
VPNCs	Virtual Private Network Concentrators. Devices that manage and terminate large numbers of VPN connections.
VTI	Virtual Tunnel Interface. A logical network interface used to manage secure tunnels more easily.

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Global IoT Connectivity Made Effortless

Contact us today or visit our website

hello@pelion.com | Pelion.com