

The roaming supplier health check

Six areas that roaming, carrier relations and wholesale teams at travel eSIM brands care about most. Work through it in one team session, ideally with the person who handles escalations day to day.

SCORE EACH AREA
0, 1 OR 2

0 A gap, or you do not know

1 Works for now, limits visible

2 Strong today, holds as you grow

SCORE

01 Coverage where your revenue is

Can you see how supply performs in the destinations that drive your sales?

☐ You cannot see performance by destination.

☐ Core destinations well served. Growth regions uncertain.

☐ Destination-level visibility. Confident in current and future markets.

02 Resilience and Multi-IMSI

When a network has a bad day, what happens to your travellers?

☐ Traffic depends on a single route in key destinations.

☐ Resilience exists, but you are unclear who controls it.

☐ Multi-profile resilience in main markets, and you know how it is triggered.

03 Travel traffic permissions

Do the roaming agreements behind your traffic permit travel use?

☐ You have never asked.

☐ You have been told it is fine, with nothing in writing.

☐ Written confirmation that travel traffic is permitted.

04 Platform and API control

How much of the platform behind your storefront is yours?

☐ Almost every change goes through your supplier.

☐ Some changes are direct. Others rely on tickets.

☐ Your team makes most operational changes directly.

05 Commercial transparency

Do you understand what you pay for, and can you shape your products?

☐ A single price with no visibility, and a fixed product menu.

☐ Clear costs or flexible controls, but not both.

☐ Costs and controls are both clear and flexible.

06 Escalation and network access

How many organisations does a serious problem pass through?

☐ No clear route beyond your account manager.

☐ Escalation works, but it is slow or indirect.

☐ You can reach the people who run the network directly.

Reading your score

■ 10 TO 12

In good shape. Re-run every six months and before any major expansion.

■ 5 TO 9

Works, with visible limits. Address them well before your next renewal.

■ 4 OR BELOW

Supply is shaping your growth. Start a structured conversation now.

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Want to talk through your scores?

Our partnerships team works directly with travel eSIM brands on resilience, platform control and escalation.

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