

Register your Clubcard

Register your Clubcard number with us and receive Clubcard points whenever you top up or pay your bill.

You can register your Clubcard to your Tesco Mobile account by logging into the Tesco Mobile App for Android or Apple or by logging into your account at My Tesco Mobile . If you're a Prepay customer you'll collect 2 Clubcard points for every euro of Top Up credit bought in a Tesco store, via text or online and activated on the network . If you're a Bill Pay customer, when you register your Clubcard with us, you'll collect 2 points for every €1 of your bill paid by direct debit.

Please note that while you can buy Tesco Mobile credit in lots of other outlets, you will not collect Clubcard points on these purchases.

Clubcard Boost

What is Clubcard Boost? Clubcard Boost gives you great ways to use your Clubcard vouchers. There are over 150 deals to choose from. Check the website here for all the deals available. What deals do Tesco Mobile offer? You can use your Clubcard vouchers to purchase a top up voucher or money off your bill worth three times the value of your Clubcard voucher. For instance with a €5 clubcard voucher, you can buy a top up voucher/money off your bill worth €15. These can only be purchased in €5 increments, so €5, €10, €15 etc, and the minimum spend is €5.

How can I purchase a deal?

You need to go to the Clubcard Boost website and click on Redeem Your Vouchers Now from the home screen. You will need to enter the code from your Clubcard voucher so make sure you have this available.

Will these Top Ups activate my bundles? Yes, any Top Up purchased through Clubcard Boost acts the same as any other Top Up purchased from Tesco Mobile.

What happens if I have change from my voucher?

Any change from your voucher will be credited back to your Clubcard Account and included in your next Clubcard Statement. I have other questions about Clubcard deals

Voicemail – How to Set it Up?

All new customer are set up with voicemail, and you only need to call 171 to personalise it. There are three steps to personalising your voicemail.

Step 1: Setting up a Voicemail PIN number.

Step 2: Personalised voicemail greeting.

Step 3: Activating your call diverts.

Setting Up a Voicemail PIN Number?

When you first call your voicemail, you will be asked to choose a PIN number for your voicemail. You will need to use this PIN number if you are checking your voicemail messages from another

line. We recommend that you choose a number that is easy to remember. If you want to change your voicemail PIN at any time, call 173 from your mobile phone. If you forget your voicemail PIN, just call us on 1749 and we will reset it.

Personalised Voicemail Greeting?

Tesco Mobile already provides a default greeting but if you wish to record your own greeting, you can do so the first time you call 171, or at any other time by following the below steps. Dial 172 from your mobile phone, then press 3 to select your Personal Options and then press 3 again to set up or change your personal greeting:
Press 1 to record a new personal greeting. Press 2 to listen to your current greeting. Press 3 to record a name tag. Press 4 to listen to your name tag.

How to setup your Call Diverts?

How you set this up will vary according to your mobile phone. You can also use the below short code to set up diverts: Dial ****004*voicemail number#** and call. Your Voicemail box number is your existing number with a "5" added after the mobile prefix. For example, if your number is 089 123 4567, then your voicemail number would be 089 5 123 4567.

How to Cancel your Call Diverts?

If you would prefer not to have your voicemail service switched on, you can turn it off from your mobile phone. The steps for this will vary depending on what phone you have but for most phones you can take the following steps.

Once your Voicemail is Set Up

You will be notified by text when you receive a new voicemail message. To listen to your messages, dial 171 from your mobile phone, and press option 1 to listen to your messages. Alternatively, simply dial **##002#** and press the call button, a message will be displayed when call diverts are cancelled.

Managing your Mailbox

Your mailbox can hold up to 10 minutes worth of messages. Old messages will be saved automatically, unless you delete them. We will send you a text message to let you know when your mailbox is full.

Accessing your Voicemail from Another Phone

Just call 089 430 2000, then enter your mobile number and then your voicemail PIN. If you have forgotten your voicemail PIN, please call us and we will be able to reset your PIN to a default PIN.

Notifications

There are 2 ways to be notified that you've been left a voicemail message. You can choose to be notified by text message, or by a call, or by both. To set this up, press 6, then choose the option for turning on or off these notification methods.

Voicemail while abroad

When travelling outside of Ireland if you receive a voicemail while abroad a charge will apply when you listen back to it by dialling 171.

My First Bill

All Tesco Mobile Ireland, billing is paperless. To view your bill every month, you will need to register on My Tesco Mobile. On your first bill, you will see two lines for monthly subscription. These are the monthly charges for your price plan and, also, a pro-rata charge. The pro-rata charge covers the period between the date you activated your mobile number and your first billing date. The payment that you made online/instore will also be seen here.

Viewing my Bill

Once registered on My Tesco Mobile, you can view your bill each month. We will send you a text when the bill is ready and payment is due 14 days after receiving this text. To view your bill, log into My Tesco Mobile. From there, select the Bills tab from the menu on the left hand side of the screen. Bills can be printed from here or saved in PDF format.

Bill Breakdown

On your bill, you will see all your usage broken down into areas. You will be able to see both usage covered by your plan and any charges for usage that is not covered by your plan.

Voice Calls: These are charges for calls made and texts sent from your phone. These include calls to landlines and mobiles, national and international, as well as non geographic numbers, such as low call and premium rated.

TMI On Net: Calls / texts made to other Tesco Mobile Ireland customers.

TMI Off Net: Calls / texts made to numbers not on the Tesco Mobile network.

Data: These are charges for using mobile internet, email and other data services. If you're using a smartphone, then some of the apps on your phone may incur data charges.

Picture Messages: These are MMS (multimedia messages) that you send from your phone.

Roaming: These are any calls made or received and text sent while using your phone outside the Republic of Ireland. Your bill will also tell you the area your roaming charges originate from.

International: These are any calls made to numbers outside the Republic of Ireland.

At any time in the month you can check the current cost of your bill and any charges not covered by your plan. Simply text 'SPEND' to 1744. This is a free text.

How can I check my minutes and data?

There are several ways you can check your allowance of minutes, text and data.

Log into My Tesco Mobile. Once logged in from the Home screen, you can see all bundle balances. These show both percentages remaining and actual balances remaining.

The My Tesco Mobile app for Android and iPhone are available free of charge from your app store.

You can also text BALANCE for free to 1744.

How often am I billed?

All Tesco Mobile Pay Monthly customers are billed via direct debit.

What payment methods are accepted?

Direct debit via current account.

Direct debit using a credit card.

Direct debit using a debit / laser card.

We do not accept payments via cash / cheque.

If you need to change your payment details at any stage throughout your contract you must contact customer care.

Overdue Balances

We will contact you to notify you of any balances that remain outstanding on your account.

When you receive this notification text, we request that you contact us to arrange payment.

It is important that you do not ignore these text notifications as failure to contact us may result in a restriction of your services.

Once there is an overdue balance on the account, it will need to be cleared as soon as possible.

It is not possible to carry this balance through to the following month to be taken via direct debit.