

# Telco FAQs

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## Mobile Broadband FAQs

### How do I get free Wi-Fi on the London Underground to work?

It's as easy as connecting to your home Wi-Fi. You can connect using any device that can connect to a home, work or public Wi-Fi network, including phones, tablets and laptops.

### Can I get broadband on Pay As You Go?

We only offer Pay As You Go Broadband on data SIMs and tablets. But we do have 1 month rolling plans available on other Mobile Broadband and Home Broadband products. These are great if you don't want a long term commitment.

### How do I add a password to my internet?

The best way to stop anyone from using your Mobile Wi-Fi connection without permission is to protect it with a password. Mobile Wi-Fi comes with a passkey, which is included on the keepsake card and which you use to connect your computer to the network. You can use the Mobile Wi-Fi dashboard to change your Mobile Wi-Fi name (SSID) and password (Wi-Fi key) for extra security. You can find out how to do this by going to our device support and selecting your device from the list.

### How does Pay Monthly Mobile Broadband work?

Your Mobile Broadband device or SIM is ready to use as soon as you've bought it. You can find out how to get started by visiting our device support and selecting your device.

### Where do I find my broadband number?

1. On a device connected to your broadband, visit 192.168.8.1 in your web browser
2. Enter the password found on the back/base of your Home Broadband Hub
3. Select My device
4. Your broadband number can be found under My number

Note: You'll need to replace +44 with 0 when setting up your MyAccount account.

## How do I install my Mobile Broadband?

You may need to install some software on your computer before you can use your dongle, MiFi or tablet. To find out how to set up Mobile Broadband on your computer, visit our device support and select your device.

## Home Broadband without a landline

Traditionally, broadband was delivered to homes through landlines, but advances in UK technology have made this obsolete.

Use our reliable connection to stream your latest Netflix obsession or take work calls via Zoom from the comfort of your home. Getting it is easier and more affordable, especially, with our broadband-only deals. Upgrade to enjoy near-instant downloads, 4K streaming, and a smoother gaming experience.

## How much does a Mobile Broadband Add-on cost?

We've got a few different Mobile Broadband Add-ons, with different prices for each. You can buy Add-ons using our mobile app, or via MyAccount.

## Where can I find my mobile or broadband number?

### On broadband

1. On a device connected to your broadband, visit 192.168.8.1 in your web browser
2. Enter the password found on the back/base of your Home Broadband Hub
3. Select My device
4. Your broadband number can be found under My number

Note: You'll need to replace +44 with 0 when setting up your MyAccount.

### On iPhone

1. Go to your Settings.
2. Tap Phone.
3. Look for My Number.

## On Android

1. Go to your Settings.
2. Select About phone or About device. Some versions of Android display the phone number on this screen.
3. If your number isn't there, tap Status or Phone identity.

## What is Mobile Broadband and how can I get it?

Mobile Broadband is your personal internet connection. It gets you online whether you're at home or out and about.

Our Mobile Broadband is available either on a Pay As You Go or on a Pay Monthly contract. You can get connected using one of our devices or SIM Only plans.

## Mobile FAQs

### Discover eSIM

An eSIM is a virtual SIM that's been built into a phone, which removes the need for a physical SIM to be inserted.

### What Add-ons do Business customers get?

With our 5GB Simply Business Data Add-on, it's easy to customise your plan to give you even more flexibility and value.

### I'm having problems topping up, what do I do?

If your top-up still doesn't work, call us free on 333.

### What is enhanced chat and how does it help me?

Enhanced Chat is an open protocol or standard (like SMS or MMS) that enables a set of enhanced features on messaging apps that implement it, such as the messages app.



## How can I get help to access my voicemail?

If you can't get your voicemail, it could be that you haven't set up your voicemail properly.

## What's my credit limit for my business account?

A credit limit is put on your account to help you manage your monthly spend. We'll let you know when you're getting near it by sending a text message to your phone or connect dashboard (some services become restricted when you go over\* your credit limit).

## How do I change my business contract?

If you need more minutes, texts or data, you can increase your allowance by moving to one of our higher value plans or buy an Add-on. Just give us a call on 337 free from your phone or 0800 033 8033 (standard call charges apply) and we'll tell you about the options available to you.

## How does text messaging work?

A text message is also known as an SMS (short messaging service). You can send a written message up to 160 characters from your own phone to another mobile or landline.

## How do I use my new phone? How do I set up my new phone?

If you have a new phone or Mobile Broadband device you can find out how to get started, transfer your contacts, set up an email account and much more by visiting our device support and selecting your device.

## Do I get charged for text messages? What is an SMS? How do text messages work?

- Most of our plans now come with unlimited text messages. If your plan doesn't come with unlimited texts, it currently costs 2p per text, and there are additional charges for different types of message.

- A text message is also known as an SMS (short messaging service). You can send text messages to other mobile phones or landlines and your phone is automatically set up to send and receive them.
- A text message is also known as an SMS (short messaging service). You can send text messages to other mobile phones or landlines and your phone is automatically set up to send and receive them.

## Will my Huawei phone continue to work?

Huawei have recently announced that all their smartphones will continue to receive security patches, Android updates and Microsoft support, that customers who have purchased or are about to purchase a Huawei/Honor smartphone can continue to access the apps, and that all Huawei/Honor devices will be covered by the manufacturer's warranty.

There's more good news in that Huawei/Honor have confirmed that current devices, including the P30 series, will be able to access Android Q and that they're working on launching Android Q on the Mate 20 Pro later in the year.

## Can I cancel my upgrade? Can I change my upgrade?

You can return or exchange your device, depending on how long you've had it, what condition it's in and how you upgraded. Don't panic; exchanging your device won't affect your phone number.

If you want to cancel your phone or Mobile Broadband upgrade just get in touch.

## How do I turn voicemail and voice messages off?

If you want to turn off your voicemail, you'll need to call us on 333 from your mobile phone or 0333 338 1001 (standard rates apply) from any other phone.

Once you've turned off voicemail, you'll have to call us again on the same number if you want to set it back up again.

## How do I turn Wi-Fi Calling on?

You can check your phone's manufacturer below for info on how to turn on Wi-Fi Calling in your phone.

If you're using an older phone, you may need to update the software before you can use Wi-Fi Calling. If you need help with this, visit our device support.

We're working with manufacturers to make sure all our latest phones come with this already built in, and you can check right here to see if your phone is compatible.

## Can I use parental controls on my device?

There are some parts of the internet that aren't appropriate for children. One of the best ways to protect children is to talk to them about the internet, to help them understand some of the risks and what to do if they find sites that upset or concern them. Spending time with your children as they surf the internet is a great way to start understanding how they want to use the web, and it also gives you a chance to show them how to be careful.

## How much do picture messages cost? What do I do if my MMS don't work?

A picture or video message is also known as an MMS or 'multimedia messaging service'.

With picture and video messaging, you can send and receive photos, videos, or audio files from your phone. You'll have a size limit of 300KB, so it's not possible to send files over that size.

To find out how much it costs to send a picture or video message, check out our price guide.

If you're having problems sending or receiving picture or video messages, here are some tips which may help:

- Try turning your phone off and on again - over 80% of all faults can be fixed by simply doing this.
- Check how much memory you have left on your phone. If the memory is full or nearly full, delete some messages from your inbox and sent mail box.
- Turn off call barring on your phone. To do this check your user guide for instructions.
- Sending picture messages or text messages to premium rate numbers isn't included in your text allowance. If you're on Pay Monthly, you may have blocked texting numbers that aren't included in your allowance. You can read about setting up, and removing blocks on your account by checking out Controlling your spend. If you're trying to send a shortcode or premium text number on Pay As You Go, make sure you've got enough credit to cover the message.
- If you're still having problems sending or receiving picture or video messages, go to our online Coverage Checker to ensure there's coverage in your area.

## How do I manage my email accounts?

You can set up your phone to send and receive emails from your usual email address. To find out how to set up email accounts on your phone, visit our device support and select your phone.

## When does my contract start?

If you bought a new device or SIM in one of our stores, your contract will start and your connection will be active on the day you bought it.

If you bought a SIM in a third party channel, you will need to activate it by filling in our online form or calling us, and your contract will begin on the day you do this.

If you bought your new device over the phone or online, your contract will start on the day your device is due to be dispatched to you. If you delay your delivery for any reason, your contract will still start on the date your device was dispatched.

If you're upgrading your device before the end of your current contract, your new contract with us will start from your next bill cycle. If you're upgrading after the end of your original contract, your contract will begin immediately on the day you agree to it.

## How much data do I have?

You can check how much data you've got left by checking our mobile app, or going to your MyAccount account on your computer or on your phone.

## What's a shortcode? Why have I been charged by a shortcode?

Shortcodes can be used to pay for certain types of services, like entering TV competitions or voting on reality shows, through your monthly phone bill or balance.

They are a series of numbers, usually around five digits long, which you can call or text to access services which aren't covered by your normal allowances.

Charges for shortcode services are listed in the promotional material or adverts for the service, with the standard charge for texting a shortcode usually 10p or 12p per message, although costs can vary depending on the service.

For contract customers, charges will appear in the Premium Shortcodes – sent & received section of your bill, while charges for voice shortcodes will appear in the Calls to premium rate and other services section.

For Pay As You Go customers, charges will be deducted from your balance, so you'll just need to make sure you have enough credit in your account to cover the cost of texting or calling the shortcode.

## How do I put a Spend Cap on my account?

A Spend Cap lets you limit how much you can spend on top of what you pay each month. If you run out of minutes or data or you want to make premium rate calls, you won't have to worry about your bill – it'll only ever be as much as you set your cap to.

Choose the max you're willing to pay on top of your plan and that's it – you can set your cap to £0 if you want, or to anything between £10 and £100 (in £10 increments).

## Can I stop my phone from sending picture messages?

The best way to avoid charges if your phone automatically converts messages to MMS whenever you send a message to multiple recipients, is to send messages individually or to very small groups at a time.

When contacts have email details, usually synced through Facebook or other apps, your message to them may go to their email address rather than their phone number. This will be charged as an MMS. Make sure you check your contacts for email addresses so this doesn't happen.

## Do you offer repairs and how do I get my device repaired?

If you're having problems with your device, make sure your phone's software is up-to-date.

If you do need to get your device repaired, you may be able to get a replacement under your manufacturer's warranty.

## What's 5G and how do I get it?

5G is the fifth generation of mobile network delivering a massive leap forward in both speed and quality. Its super-fast speeds, capacity and low lag mean more people will get more data, faster.

5G will save lives, propel humanity forward, and usher in the utopia that will solve the literal hot mess we're in. It will turbo downloads so you'll be able to get a 4K movie in seconds and end lag so no more excuses why 12 year olds keep humiliating you on Fortnite.

5G on our network is rolling out throughout the UK, and you can stay in the loop by signing up for updates.

## How can I recognise spam calls and texts and how do I stop them?

If you've had a text message asking you to enter sensitive info like your card details, it's probably spam and the best thing to do is delete it right away.

Scammers might make you think:

- You're going to be locked out of your account, or that your account has been compromised
- You've won something or can get something for free or at a bargain price if you reply quickly.

They might want you to:

- Click on a link (which might install malware on your device)
- Enter confidential info like a password or date of birth
- Phone a number so they can ask you for sensitive info or get you to call a premium rate number.

## How much does data cost?

If you have Unlimited data included in your plan or you have an All-in-One 25 Add-on on Pay As You Go, you don't need to worry about being charged for using the internet unless you go abroad.

You also don't need to worry about going over your allowance accidentally if you're on one of our new plans with a limited data allowance. Once you've used up your monthly allowance, you won't be able to use the internet without buying an Add-on or changing your price plan. This way you won't spend more on data than you intended to.

Note: This doesn't apply to Mobile Broadband plans.

## What's ICCID?

An Integrated Circuit Card Identifier (ICCID) number is a unique 19 to 20 character serial number that's used to identify your SIM card. You can find it on the back of your SIM card, using our mobile app, or in your phone's settings.

## How do I get a PUK code?

We know it can be easy to forget your PIN, but don't worry if you've managed to block your phone by trying it too many times. You'll just need to get a PUK (Personal Unblocking Key) code.

If you need your PUK, get in touch using Messaging or give us a call on 333 from your mobile phone (free if you're on an Advanced plan) or 0333 338 1001 from any other phone (standard rates apply) to request a PUK code.

## What if I have a problem with texts?

Did you know that over 80% of problems can be fixed by simply switching your phone off and on again?

Give it a go, and if the problem continues then check how much memory is left on your phone. If it's full or nearly full, try deleting some of your messages in your inbox and sent mail box.

## What is unlimited data?

With unlimited data you can use as much data as you want. This means you can use your smartphone as you like - so you can download apps, browse the web, look at maps and check your emails as often as you like without worrying about going over a data allowance.

## Can I use my SIM in a dual SIM device?

Some devices come with Dual SIM capabilities, which means that you can use 2 SIMs in your phone, but there are some restrictions to this.

## How much does it cost to call numbers outside the UK?

If you have a contract with us, making calls to numbers abroad isn't included in your monthly allowance. The cost of making a call to a number abroad will vary depending on the country you're calling. See our [Calling and texting abroad from the UK](#) page to look up the cost of making calls to numbers abroad.

## How do I use my voicemail and can I keep it secure?

To set up your voicemail, follow these steps:

1. Call 123 from your phone
2. Choose a new PIN and select # Confirm your new PIN and select #
3. You'll be asked to record your name as this identifies you when you send messages to other people
4. Say your name clearly and select # Select 1 if you're happy with your name, select 2 if you want to listen to your name or select 3 to re-record your name
5. You'll be asked to record a message that callers will hear when they go to your mailbox
6. Say your message clearly and select # Select 1 if you're happy with your message, select 2 if you want to listen to your message or select 3 to re-record your message.
7. By default your voicemail uses a feature called Fast Login. This means that if you're calling from your own phone, you'll be able to access your voicemail without entering a PIN, even if you've previously set one up.

## How do I check my voicemail?

When you call 123 on your phone, you'll hear how many new voicemails you have.

## How do I unlock my phone?

If you bought your phone or Mobile Broadband device from another network, you may need to get it unlocked before you can use it with one of our SIMs.

To do this, you'll need to contact your old network and get an unlocking code. They might call it a DCK or Depersonalisation Control Key.

## How do I upgrade my plan? And when can I upgrade?

You can upgrade whenever you like, but you might have to pay an early upgrade fee. The easiest way to upgrade your plan is online. View your personal upgrade options in our mobile app or on MyAccount.

When your plan reaches the end of its minimum term, it'll keep going until you upgrade or cancel. Upgrades are quick and easy – just go online, call us, or visit one of our stores.

## How do I buy a Data Passport?

If you're already in an eligible destination and you'd like to purchase a Data Passport, you can do so just like you would in the UK, by visiting [here](#) on your phone's browser and following the instructions.



Alternatively, when you arrive in an eligible destination, we'll text you a link which you can follow to buy the Data Passport. To activate it, follow the instructions.

## What kind of SIM do I have? What's a micro-SIM? What's a nano-SIM?

There are now three different sizes of SIM you might need to use, depending on your device: a standard SIM, micro-SIM or nano-SIM. We'll send you the right SIM for your phone when you take out your contract or upgrade with us.

## How much data do I need? How does data work?

Our data allowances come as packages of gigabytes (GB) which are broken down into megabytes (MB). 1GB is equal to 1024MB. Data is automatically active on any Pay Monthly or Pay As You Go device or SIM. If you're not sure how much data you need, we've got you covered. Check out our Data Calculator and provide some information about how you use your device and we'll recommend a plan that suits you.

## How do I turn on roaming? How do I turn off roaming?

You can easily change your data roaming settings in our mobile app or on MyAccount.

To change your data roaming settings in our mobile app:

- Log in to the app
- Click the 'Plan' tab
- Select 'Change your roaming settings'
- Choose where you want to be able to use data

To change your data roaming settings in MyAccount:

- Go to your MyAccount account on your computer
- Log in by entering your phone number and password
- Click 'Check your allowance'
- Click 'International settings'
- Select your preferences

## How do I top-up my phone?

There are lots of easy ways to top-up on Pay As You Go. Please choose your preferred option below and follow the steps. Once you've topped up you can choose to use the credit, or convert it in to an Add-on, find out more about Add-ons.

## What is a Personal Hotspot and how do I use it?

A Personal Hotspot lets you use your phone's data to set up a Wi-Fi connection. You can then connect other devices to that connection so they can access the internet. Personal Hotspot is also called tethering.

## What does Wi-Fi Calling mean?

Call and text over Wi-Fi anywhere in the UK, even if there's no mobile signal. And all without the need for an app. If you're having any trouble with Wi-Fi Calling, we can help.

## How much is it to make international calls?

With our Add International Saver Add-on, you'll get 3,000 minutes to use for making international calls from the UK on your mobile phone.

## How do I activate my SIM card?

Follow these steps to activate your new Pay As You Go SIM card:

1. If you bought your phone and SIM from us you can skip this step. If you're not using a phone bought from us, make sure it is 3G and that it's unlocked.
2. Check that you've fully charged your phone's battery.
3. Insert your SIM into your phone and switch it on. We'll text you to let you know we've started activating your SIM.
4. Make sure you keep your phone switched on while we connect you to our network. This should only take about 2 hours but during busy periods it may take longer.
5. When we're nearly finished we'll send you another text asking you to turn your phone off and on again.
6. Your SIM will now be activated but we'll send you another text just to confirm.

## How do I know how much data I have left?

You can check how much data you've got left by going to your MyAccount account on your computer or on your phone. If you have an iPhone, iPad or an Android device, we recommend that you download our mobile app to keep track of your allowances easily. When you open the app, all of your allowances are displayed in the usage tab.

## How much do special number calls cost? How do I check the price of a call?

Some numbers aren't included in your monthly allowance and you'll be charged for calling them.

Use the call cost checker tool below to find out how much your call will cost.

## When can I use my SIM once I've upgraded and how long do I have to wait?

You can activate your new SIM in our mobile app or fill in our SIM activation form.

Your SIM will be ready to use within 24 hours. Until then, keep using your old SIM and device. You'll know when your new SIM is ready to use when you're no longer able to make calls or send texts using your old one.

## How do I unlock my phone to use with another network?

After you've requested an unlock code, we'll send a code within 72 hours of your request, along with instructions on what to do next.

## How do I switch to your network?

Go to our switching hub to switch with your PAC or STAC, or get more help.

## I've lost my phone or it's been stolen, what do I do next?

If your device is lost or stolen, get in touch with us straight away so we can protect your account from misuse. If you've been the victim of crime, call the police before anything else and get a crime reference number as soon as possible.

## What's the Data Passport and how does it work?

The Data Passport gives you the freedom to use the mobile internet as you like for £5 a day. You can use the internet just like you do at home, including streaming music and video. You can use as much as you like until midnight – UK time.

## Where can I find out about my contract end date?

Checking your contract end date is easy in MyAccount, just follow these steps:

1. Log in or register to MyAccount here.
2. Select "Check if you can upgrade" under "Upgrades & offers".
3. You'll see your contract-end date where it says "Your Minimum Term finished on:".

## How do I upgrade?

The easiest way to upgrade your plan is online.

Check out your upgrade options in MyAccount or use our mobile app.

Log in to your MyAccount account. You might need to register your account first.

## How do I activate my new pay monthly sim?

You can activate your sim online.

## How can I browse the internet using my phone?

Your new device should be already set up to use the internet and picture messaging.

The best way to test this is to open up a browser on your device. If you can use websites normally, you're all good. If you can't use websites normally, the information below should help you get online.

## What is Go Roam?

Go Roam lets you unlock your call, text, and data allowance in 71 destinations worldwide.

## What is New Pay As You Go?

New Pay As You Go is here with a Supercharged new app. It's easier and faster than ever to track and manage spend in real-time.

Enjoy our amazing value Data Packs and Auto-renew every month so you never run out of data, calls, or texts. New Pay As You Go is the best way to get connected and stay in control, without the contract.

## Can I get a SIM from you and how do I use it?

If you already have a 3G or 4G device, like a phone, tablet or dongle that you're left with at the end of your contract, or if you bought a phone without a SIM, you can get a SIM with us. You can use our SIM in any unlocked 3G or 4G phone, tablet or dongle.

## How do I handle nuisance or spam calls?

If you've had a text message asking you to enter sensitive info like your card details, it's probably spam and the best thing to do is delete it right away.

## How do I turn on voicemail? How do I set up a voicemail PIN?

To set up your voicemail, follow these steps:

- Call 123 from your phone
- Choose a new PIN and select #
- Confirm your new PIN and select #
- You'll be asked to record your name as this identifies you when you send messages to other people
- Say your name clearly and select #
- Select 1 if you're happy with your name, select 2 if you want to listen to your name or select 3 to re-record your name
- You'll be asked to record a message that callers will hear when they go to your mailbox
- Say your message clearly and select #
- Select 1 if you're happy with your message, select 2 if you want to listen to your message or select 3 to re-record your message

If you haven't set up a PIN yet, you can set one between four and eight digits long by following the steps below:

1. Call 123 from your phone
2. Select 4
3. Select 2
4. Select 1
5. Enter a new PIN followed by #
6. Enter the PIN again followed by #

## How much will it cost to leave a voicemail or pick up voicemail messages?

On our network all calls are automatically diverted to your voicemail for free if you don't answer, can't take a call or you're abroad.

Standard roaming charges will apply for listening to your voicemail messages when you're abroad.

## What does Wi-Fi Calling mean?

Call and text over Wi-Fi anywhere in the UK, even if there's no mobile signal. And all without the need for an app. If you're having any trouble with Wi-Fi Calling, you should be able to find out what you need.

## How do I connect my phone to a Wi-Fi network?

To connect to Wi-Fi you'll need to make sure that you've turned on Wi-Fi on your phone and that you have access to a Wi-Fi network. Most networks are protected so you'll need a Wi-Fi access key.

## How do I turn my delivery reports on or off?

Follow the process below to turn Delivery Reports on or off on your device.

## My SIM's too small for my new phone - what do I do?

If you've upgraded to a new phone or SIM plan, you may have been given a SIM adapter to use with it. A SIM adapter lets you use a smaller SIM in a device that needs a larger SIM.

## What is Wi-Fi Calling? Can I make calls over Wi-Fi? How do I fix bad signal in my house?

Call and text over Wi-Fi anywhere in the UK, even if there's no mobile signal. And all without the need for an app.



## Billing FAQs

### How do I manage my Pay Monthly account using the mobile app?

With our mobile app, you can manage your account with ease. You can keep on top of your bills and usage, control your spend, see when you can upgrade, and view our amazing offers.

### How can I check my bill?

You can view your bill on our mobile app, or log in to your MyAccount account on your phone or computer.

### Why is my bill higher than expected?

There's a few reasons why your bill might be higher than expected, including first and last bill charges, RPI price increases, data roaming charges or calls and texts not included in your allowance.

### Annual Price Changes to your monthly charge

We're committed to continually improving our network experience. As part of our terms, we review our prices annually to help us invest more and enhance your experience with us.

Joined us or upgraded your phone, SIM Only or Broadband plan between 29 May 2015 and 28 Oct 2020? If so, then your contract allows us to increase the cost of your monthly charge each May, by an amount up to the January Retail Price Index (RPI) rate of inflation. See the RPI Calculator

Joined us or upgraded your phone, SIM Only or Broadband plan on or after 29 October 2020? If so, then your monthly charge will increase annually each April by 4.5%. You'll see the annual price change from your April bill onwards. See the Calculator to work out how this would affect you.

### What will my final bill look like? What happens after I cancel?

Once you've submitted a request for your contract to be canceled, we'll send you a confirmation by text message.



Because there's a 30-day notice period, your account will still be active for 30 days and any usage you make during this time will be included in your final bill.

Once your 30-day notice period is up, we'll close your account and send you a final bill with the date your account was closed and the final balance due. You'll receive this around 10 days later.

## How do I change what I'm paying for my phone each month?

It's a simple three-step process that'll take you two minutes:

1. Download our mobile app (Android/iTunes)
2. Go to the Plans tab and hit Get more allowance
3. Select Change your plan, and... change your plan.

## How can I find out how much I'm paying and what I have left to use?

Your monthly allowances are shown on your bill and are reset each month on your bill date. You can check how much you have left using our mobile app or by logging into MyAccount.

## Why is my first bill different than I expected?

Your first bill will be a bit higher than your usual monthly charge, because as well as a full month, you'll also be charged for up to nine days. This is so you can get connected as soon as you've got your device. But don't worry – it won't be like this every month. After your first bill it should go back to normal.

## How do I get help with paying my bill?

If you're having problems paying your bill, we're here to help. We know that things happen and circumstances change, so just get in touch and we'll do what we can.

## What are eBills and how do I get one?

An eBill is a free electronic version of your bill. Sometimes it's called paperless billing, but we call them eBills.

When your latest bill is ready, we'll send you a text to let you know. Then all you have to do is log onto your secure MyAccount account to view it. If you connect to Mobile Broadband using

mobile Wi-Fi or have a tablet such as an iPad, we'll email you to let you know when your bill is ready.

## What's my bill this month? How do I see my bill?

To check how much you owe on your bill, check out our mobile app, or log in to your MyAccount account on your phone or computer.

## What is Carrier Billing?

Carrier Billing is also known as Mobile Pay. Mobile Pay lets you buy stuff like games, apps, and digital content on platforms such as Google Play, Epic Games, Microsoft, Spotify, and loads more.

Instead of having to fiddle around looking for payment cards, trying to sign in to your account, or remembering the random numbers on the back of your card when you want to buy something, use Mobile Pay.

The cost is then added to your monthly phone bill or deducted from your Pay As You Go balance. You'll get a text confirming your transaction each time you use Mobile Pay.

## Can I view my bills online or print them?

It's easy to view your bills from the last 12 months in our mobile app. If you need to print a PDF copy of your bill, you'll need to use your MyAccount account.

## Why is my bill total adding up to more or less than my actual charges?

Our systems work to very small fractions of a penny, but we only show your charges to three decimal places on your bill to make it easier to read. This means that each charge and total inside your bill has to be rounded up or down a little bit.

Don't worry, you're not being incorrectly charged. The final, correct charge is the one next to 'Total due by' which you can find on the front page of your new-look bill or at the bottom of your eBill when you log into MyAccount. The final charge is based exclusively on the detailed underlying costs in our system.

## How do I get a VAT invoice for my bill?

If you joined us before 18 August 2016 we'll issue a VAT invoice where we legally can, following a few simple verification checks. You can request a VAT invoice by calling 333 from your mobile phone, or 03333 381 001 from any other phone (standard call rate applies) and selecting the Billing option.

## I've just upgraded - why is my bill higher than I agreed to?

Your first bill will be a bit higher than your usual monthly charge, because as well as a full month, you'll also be charged for up to nine days.

## Can I view my bills online?

Your MyAccount account makes it really easy to keep track of your spending. You can access it for free to see your bills and other spending from your phone or computer.

## How can I find out more about my business invoice?

You can find out more about your business invoice using this page, for a variety of questions you may have.

## Can I get itemised billing for my business account?

Itemised billing is a free service available to all our Business account holders.

## General FAQs

## How do I update my address?

To update your address, go to the 'More' section in our mobile app, or log in to your MyAccount account.

## How can I keep my account secure when I'm using MyAccount?

You can set up passwords so that only you'll be able to make changes to your account. These passwords work on your computer, from your phone and when you call us.

## Forgot your MyAccount or Mobile App password?

No problem. Click on the link below and we'll help you to reset your password.

## Live Chat to one of our team

To get help fast, start a Live Chat with one of our agents

## What services do you have for vulnerable customers?

We're committed to providing an excellent quality of service and making sure our products and services meet the needs of all our customers.

We already have services in place to support you if you find yourself in a vulnerable situation. However, if you need us to consider something else that we might not have, contact us directly so we can assist you appropriately.

## Where can I find help with problems logging into the Mobile App and MyAccount?

If you're having trouble getting logged in or signed up, there are a few simple solutions. You might just need to reset your password or double check your email address. Whatever the issue, we're here to support you. Check out our dedicated support page for more info.

## How do I change my details?

You can easily change your registered home and email address, your contact phone number, and your marketing preferences by following the steps below.

## When will I get my order delivered?

Free, next day delivery on phones, tablets and broadband devices.

## What do I need to know about credit checks?

When you sign up for a Pay Monthly plan, we'll run a credit check, so we'll need to ask you some questions.

In order to process your application, we'll supply your personal information to credit reference agencies (CRAs) and they'll give us information about you, such as details about your financial history. We do this to check your identity, assess creditworthiness and product suitability, manage your account, trace and recover debts, and prevent criminal activity.

We'll also continue to exchange information about you with CRAs on an ongoing basis, including about your settled accounts and any debts not fully repaid on time. CRAs will share your information with other organisations.

## How can I access MyAccount when I'm using an iPad?

Because your iPad can't receive text messages, you won't be able to register your MyAccount account. You'll be able to access it when you're connected to our network. It's free to access, so you don't need to worry about being charged.

## How do I refer a friend to your network and is there a reward?

With Refer a Friend, you can bag a cash reward when you recommend one of our products. If your friend goes on to buy a new phone, tablet, SIM, or Home Broadband, you'll get up to £80 cash.

## Need a boost? Get an Add-on

We've got a wonderful variety of Add-ons to suit you. Whether you're looking for a 1 Day Daily Boost or a Monthly Boost Unlimited. Choose the perfect one and enjoy a little extra today. [ur](#) contract.

## How can I stay protected against security threats and help keep my children safe?

We work together with our industry peers, regulators, government, law enforcement agencies, children's charities and the Internet Watch Foundation to offer safeguards to protect children from inappropriate content online. We offer filter settings to help this safeguarding process. These can only be enforced when connected through the 3G or 4G network, and won't apply when connected over Wi-Fi. Find out more about our filters.

## How do I order online?

Check out the website Store section to order online.

## How do I change my business account details?

You can update your business address at any time by calling us on 337 free from your mobile phone or 0800 033 8033 (standard call charges apply).

Alternatively, you can complete the change of address slip found on the back page of your latest invoice and send it to us in the post to: Business Services, PO Box 333, Glasgow, G2 9AG. If you're a Sole Trader or fall under other Business types, you can update your company name by calling or writing to us.

If you're a Limited company, you must update your company name with Companies House before contacting us. If you'd like to transfer your contract to someone else or another company, please call us on 337 free from your mobile phone or 0800 033 8033 (standard call charges apply).

## Can I use the same PIN for all of my accounts?

If you have multiple accounts with us, you'll need to set up a PIN separately for each one. However, there's nothing to stop you from using the same number for all your accounts, if that's easier to remember.

## Where can I get apps for my phone?

You can download apps from various sites depending on your phone. If you have a smartphone, you'll find one of these app stores already installed on your phone

## What is C8?

It's the rules we must follow to make sure that our customers understand exactly what they're agreeing to when contracting with us. It also requires us and other providers to put in place certain minimum standard provisions in respect of the sales and marketing behaviour of their retailers.

## What is a credit check deposit?

When you take out a contract with us, you may be asked to pay a deposit before we can open your account, depending on the results of your credit check. Don't worry; you'll get this payment back in full when six or twelve bills have been paid on time, the number of bills required to meet the refund criteria depends on the account you've taken out.

## What do I do if I think I've been defrauded?

Contact the police immediately, contact your bank and contact us.

## How can I find out more about offers and upgrades for business?

We're always reviewing our offers\* to make sure you get the best deal. If you'd like to speak to our advisors about new customer offers or about upgrading your existing Business account, please call us on 0800 033 8022 (standard call charges apply), lines open Monday to Friday 9am till 5.30pm.