

VODAFONE SERVICES

WELCOME PACK



Life is **now**



WELCOME PACK

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Dear Customer,

Vodafone has always focused on Customer satisfaction, and particularly on the requirements of its Business customers.

With this in mind, we have prepared this introductory document jointly with the European University Institute in order to supply you with all the practical information on our services and all the phone numbers dedicated to you.

In the pages that follow, you will find information on:

- Your SIM card
- Copying your contact list
- Vodafone services
- Vodafone Customer Care
- Theft or loss
- Malfunctions
- Split Bill Service (Separate billing for personal use)
- FAQ

We would like to take this opportunity to welcome you to our services.

Vodafone Omnitel NV

Note: For further details, please consult the relevant internal procedures

Life is **now**





1. SIM VODAFONE 128K

In the envelope containing the SIM card, in addition to the information on the technical specifications, you will find your **PIN code** (the four-figure access code to enable your SIM card) and the **PUK code** (the eight-figure code to be used if you enter the PIN code incorrectly 3 times in succession).

2. SAVING NUMBERS ON YOUR CONTACT LISTS

When you change operator, you will receive a new Vodafone SIM card, so we suggest you copy any contacts saved on your current SIM to your Vodafone one, using the copy function on your mobile.

Your contact list can be transferred:

- from your current SIM to your new Vodafone SIM: copy the contact list from the current SIM card to the phone memory, then insert your new Vodafone SIM card in the phone and copy the phone memory to your new SIM card
- from your current SIM card to your new Handset: put your current SIM card into the new phone and copy the contacts from the SIM card memory to the memory of the new handset
- from the current Handset to the new SIM card: insert the new SIM card in the current phone and copy the contacts from the phone memory to the new SIM card
- from the current Handset to the new Handset: copy the contacts from the current phone memory to the SIM card and then insert the SIM in the new phone and copy the contact list from the SIM card to the new phone

During the delivery of your new handset and your new SIM card, Vodafone staff will be available to give you further information and support.

3. VODAFONE SERVICES

3.1. VOICEMAIL (OMNIBOX)

By activating Voicemail, you can be certain of not missing any calls, even when you are engaged in another conversation, your mobile is switched off, is unreachable or you are unable to answer it. In addition, all calls can be transferred to Voicemail, even when the phone is switched on.

3.1.1. How to activate Voicemail

Voicemail is automatically activated when you activate the SIM. To activate, deactivate or check which mode is currently activated, follow the instructions below.

3.1.2. Activating, Deactivating and Checking Status

	Activating from another operator's prefix	Activating from a Vodafone prefix	Deactivating	Checking Status
When the phone is switched off/unreachable	**62*+39 34 followed by prefix and number of the mobile # SEND	**62*+39 prefix of the mobile followed by 20 and mobile number # SEND	##62# SEND	*# 62 # SEND
When the phone is busy	**67*+39 34	**67*+39 prefix of the	##67# SEND	*#67# SEND



	followed by prefix and number of the mobile # SEND	mobile followed by 20 and mobile number # SEND		
When you are unable or do not wish to answer	**61*+39 34 followed by prefix and number of the mobile # SEND	**61*+39 prefix of the mobile followed by 20 and mobile number # SEND	##61# SEND	*#61# SEND
Permanently(even when the phone is switched on)	**21*+39 34 followed by prefix and number of the mobile # SEND	**21*+39 prefix of the mobile followed by 20 and mobile number # SEND	##21# SEND	*#21# SEND

To deactivate all call transfers in one operation, just press # # 002 # SEND.

3.1.3. How to listen to your Voicemail

To listen to messages or retrieve faxes from your Voicemail, dial the numbers shown below and follow the instructions.

Listening to Voicemail

	Dial
In Italy from your handset	42020 – 42021
In Italy or abroad from a landline or from a different mobile	(+39) 3482002020 or (+39) 3472002020 (if your number has the prefix of another operator)
From abroad (using a Gold operator)	42020

If you call your Voicemail from abroad, or from any phone other than your own handset, you will be asked for a Secret Code. (123456)", which you can change by calling your Voicemail and pressing 3.

3.2. CALL WAITING

Call Waiting is a free service which informs you with a bleep if someone is trying to call you whilst you are already on a call.

You can then decide whether to accept the incoming call and put the original call on hold (with the Call Waiting service).

This service allows you to manage two calls at the same time and to talk in turns to the two people on the line.

You can set up the service using these simple commands:

Function	Dial
Activate	* 43 # SEND
Deactivate	# 43 # SEND
Check Status	* # 43 # SEND



3.3. CALL BACK SERVICE (RECALL)

3.3.1. CALL BACK - NUMBER ENGAGED

The Call Back service advises you automatically when another Vodafone customer, whose line you found engaged, is free again, and gives you the option to call them directly without having to keep trying. The Call Back service is free.

3.3.1.1. How to use the service

If a Vodafone Customer you call is engaged in another conversation, follow the instructions you hear, press 5 and your Call Back is booked.

As soon as the Customer finishes their call, you will receive a call from Vodafone and when you answer you will be put through directly to the number you called.

3.3.2. CALL BACK – PHONE OFF OR UNREACHABLE

Call back – Phone Off or Unreachable advises you automatically with a free SMS when the Vodafone customer you call, and whose mobile is switched off or unreachable, can be reached again*.

3.3.2.1. How it works

The service works automatically, when you call a Vodafone customer whose mobile is switched off or unreachable; as soon as they become available again you will receive a free text showing the sender as the person (if on your contact list) or the number you called.

Example: You can call me now. Free information from Vodafone Call Back service. For info on the service call Freephone 42592.

3.3.2.2. Activating and deactivating

You can deactivate this service free of charge from the Do it Yourself service or by calling Freephone 42070 from a mobile in Italy.

If you deactivate the Call Back service, if you call a Vodafone customer whose phone is switched off or unreachable, you will no longer be advised when the customer becomes available again. Moreover, other Vodafone customers who call you and find your phone switched off or unreachable cannot be advised by this service when your number becomes available again.

3.3.3. CALL CATCHER (CHIAMAMI)

Call Catcher lets you know if anyone tried to call you while your Vodafone handset was turned off, unreachable or engaged in another conversation but did not activate the Call Back service.

For each missed incoming call you will receive a free text alert showing the person who called you as the sender, if they are in your contact list, or their phone number, and will contain the following text:

Example. I called you at 23:30 on 14/08/03. Free information from Vodafone Call Catcher.



3.3.3.1. How it works

For every missed call, you will receive a text alert containing the number of the caller and, if it is in your contacts list, the name corresponding to it.

If the same person has made more than one call, the text will notify only the most recent attempt to call.

The text alert will not be sent if:

- your phone is free but you do not answer;
- the caller's number is withheld;
- you have set the phone to transfer calls.

This service is not guaranteed abroad.

4. SHORT MESSAGE SERVICE (SMS)

The Short Message Service (SMS) enables you to write a message using the phone's keypad and to send it to any GSM phone number.

To activate the service save the Message Centre number +393492000200 onto your mobile.

5. VODAFONE CUSTOMER CARE

Vodafone SIM card users have the following numbers at their disposal to contact our Business Customer Care service

From Italy

- **42323** (free from your own mobile). Service available 08-24 (7 days a week)
When you contact this number you will receive information and support concerning our services and you can also request the barring of your SIM card in case of theft or loss.
- **800227755** (free from landlines). Available 08-24 (7 days a week)
- **190** (free from your mobile). Available 24 hours a day, (7 days a week)
To reach this number outside availability hours, call 42323.
- **42596** (free from your mobile). Available 24 hours a day, (7 days a week)
In case of malfunctioning of your handset, to find out where the nearest Authorized Vodafone Support Station to your town is.

From abroad

- **42323** (free from your own mobile). Available 08-24 (7 days a week) in the countries where a Vodafone Group operator is present.
When you contact this number you will receive information and support on our services and you will also be able to request barring of your SIM in case of loss or theft.



- **+393492000190** (charges apply according to the foreign operator's tariffs). Available 24 hours a day (7 days a week)
You will receive information on our services and you can also request barring of the SIM if the handset has been lost or stolen.

Both from Italy and abroad, you can contact Vodafone Customer Care online service on the site www.190.it.

6. LOSS OR THEFT

In case of loss or theft of the handset, you must contact the VODAFONE Freephone 800 22 77 55 communicating your mobile number and requesting the handset be blocked.

You will then have to report this loss/theft to the appropriate authorities (Carabinieri or Police) and supply them with the following information:

- Phone number
- Handset model
- IMEI serial number (included in the presentation kit of your handset)

A copy of this report must be sent:

- From a landline n° 800 22 7755
- By fax to the mobile phone provider on **800 03 46 51**

The Vodafone mobile phone administrator will interface with the EUI mobile phone manager to agree on the delivery of a new handset.



7. MALFUNCTION

Company phones are covered by Customer Care service supplied by the Mobile Phone Operator. For all problems concerning Technical Support for mobiles (malfunctions), problems with the SIM card, blocking the handset following theft or loss, call the following Vodafone numbers:

- For internal/external users: 800 22 77 55 from landlines or 42323 from mobile phones

If it is necessary to replace the handset or the SIM card, you must go to the nearest Vodafone Support Station – to find out the address call 42596 – where you will receive a temporary replacement handset or a new SIM card. Vodafone will contact the customer again as soon as the new handset is available at the chosen Vodafone Station.

For further information on this procedure, on the procedures to be followed for any administrative issues (broken battery, lost handset, how to subscribe to split billing, etc.):

- Internal users: contact the call centre on 42323 (from Vodafone mobiles) or 800 22 77 from landlines.

8. CURRENT BILL INFORMATION (INFOCONT0)

You can call the free number 42060 from your handset to know how much phone traffic you have effected since your last invoice was issued.

The amounts listed (in Euro and excluding VAT) are those prior to application of discounts, if any.

9. SPLIT BILL SERVICE (SERVIZIO DUAL – separate billing)

The Split Bill service allows you to use your business mobile for personal calls/text messages, with the costs being debited to your personal account. The Service is optional and it is up to the Customer to opt in or otherwise. Please refer to your company procedures for details of how to opt in.

To request this service:

- 9.1. Send a fax request (using this form) to the following number 800 034626, specifying clearly the mobile number, the e-mail address of the person requesting the service, copy of their passport or other identity document, copy of their tax number, their address and domicile for billing purposes, the name in which the bank account is held and the IBAN number of the bank account.

9.2. How it works

All personal calls must be identified by dialling the number 9 before the phone number to be contacted. Our advice is to save all personal contacts in your phone book already including the initial 9 in the number.

9.3. Billing procedure

Every two months Vodafone will invoice the employee directly for all national and international calls made and texts sent which were identified by the code "9".



9.4. Details of calls

In order to allow the customer to verify the amounts debited, Vodafone will send them the full log of all calls and text messages identified by code 9 (personal use) every two months, together with their telephone bill.

9.4.1. Challenging bills for personal use

Any challenge relative to the billing of calls marked with the identification code 9 (personal use) must be notified to the Mobile Phone Operator through the Customer Care number 800 22 77 55 (from landlines) or 42323 (from mobile phones).

10. FAQ

10.1 If I have opted for split billing, can I activate the GPRS-MMS service?

No. Split Billing only allows voice traffic and texts. You cannot activate services such as GPRS, MMS, WAP.

10.2 How much will it cost me if I opt in to split billing?

The charges **net of discounts** are:

Charge when call answered:	15c€
National Calls:	5c€/minute
International Calls:	30c€ / minute
SMS:	12.5c€

Monthly subscription charge: 0c€

