

1435 SELF-SERVICE CUSTOMER SERVICE

Manage your business affairs easily, conveniently on the telephone number 1435 in the Self-service customer service accessible 24 hours a day!

CONTACT POINT

Call the telephone number **1435** that is accessible from Magyar Telekom's landline and mobile network free of charge, then press **1** to select the Self-service customer service and Directory assistance service.

Please note that if password protection is active on your mobile telephone number, you can modify the services only by entering the password.

FOR TELEKOM MOBILE SERVICES

After login to the self-service interface you can select one of the following services if you called the telephone number 1435 from a mobile number:

Directory assistance service

You can query in the Directory assistance service the details of Telekom mobile subscribers that you can receive by SMS as a contact card if your phone is enabled thereto, and you can also listen to the requested data.

Migration to other tariff package

In this menu item you can listen to the details of your current tariff package and modify it once in each calendar month.

Services and security

You can listen to the status and tariff of the selected service and modify it.

Making calls and sending messages

DISCOUNTS

- **Discounts offered with the Mozaik tariff packages:** Favorite number for half price, Extra domestic SMS, Extra Telekom mobile SMS, Extra Telekom mobile MMS, Extra tariff reduction
- **T-Minutes**
- **You+Me**
- **Family-friendly discount** (query, disabling)
- **Favorite numbers** (for Like tariff package)
- **Kaméleon discounts:** Domestic triple discount, SMS-MMS discount, Off-peak discount, On-net and landline discount
- **Further discounts:** You+Me Plus, Minute package, Relax international minute package, Peak period discount, Paletta family-friendly discount, MobileHome on-net discount

CALLS AND ROAMING

- **Calling line identification presentation**
- **Voice mail services:** Voice mail, Post master, Voice mail package
- **Roaming**
 - Roaming restriction: Roaming restriction, Roaming call improvement service restriction, Roaming data volume information restriction
 - Daily and weekly EU roaming data packages: Travel&Surf S, Travel&Surf M, Travel&Surf L
 - Usage-based EU roaming data tariff packages: EU GPRS Limit, Parameterized EU GPRS Limit, EU GPRS
- **Melody ringtone**
- **Further calling services:** Videotelephone, call forwarding, call waiting and call hold jointly used, conference call

SMS AND MMS SERVICES

- **SMS packages:** SMS package 25, SMS package 80, SMS package 200
- **MMS sending**
- **Further services:** MMS You+Me, SMS You+Me, SMS Plus, MobileHome Premium SMS discount

Mobile internet and Mobile TV

MOBILE INTERNET

- **Mobile internet packages for daily use:** RelaxNet M, RelaxNet L, Net&Roll option (for Ikon and MédiaMánia tariff package customers), Net&Roll M, Net&Roll L
- **Mobile internet packages for occasional use:** Go!NapiNet, Go!Net S, Go!Net M, Go!Net L, NetStart, CS Wap
- **Closed mobile internet packages** (Call Center staff will help disable the service)

MOBILE TV

- Mobile TV Basic package, Mobile TV Daily package, Mobile TV Public service package, Mobile TV Extra package

Service suspension and reconnection

- Suspension of stolen or lost card
- Reconnection of service suspended upon customer's request

Restriction and security services

RESTRICTION SERVICES

- **Call information sending restriction**
- **Calling line identification restriction**
- **Premium rate call restriction:** Restriction of receiving premium rate SMS, Restriction of receiving premium rate MMS, Donation line restriction, Magyar Telekom directory assistance service SMS restriction
- **Further restrictions:** Call restriction, International outgoing call restriction, Self-service notification SMS restriction, Child safety lock

SECURITY SERVICES

- **PUK code query**
- **Customer password modification**
- **Secret number service**
- **Security notification setting:** Modification with customer password, Modification with current account password, Information about the service
- **Service ordering with password protection**

Billing and balances

- Balances and traffic volumes
- Balance recharging paid on monthly bill
- Requesting itemized bill
- Changing to payment by check
- Requesting bill and check: Bill reprinting, Check reprinting

Specifying activation code and information about the self-service customer service

FOR TELEKOM LANDLINE SERVICE

If you call 1435 from a landline number, after login to the self-service interface you can select one of the following services:

Billing related services

- Querying billing debt
- Requesting bill copy (on last three months)

Telephone line related services

- Migration to other tariff package
- Ordering supplementary tariff package
- Requesting information about possibility of internet service provision (by specifying a landline telephone number you are notified whether DSL service can be provided at the address associated with the telephone number)
- Reconnection of telephone line suspended from service (if the suspension was requested by the customer that does not have billing debt)
- Querying loyalty period information
- Extension of loyalty period (for conventional telephone line)

Internet services

- Querying traffic volume (you are notified of the internet traffic volume generated but not billed yet)
- Requesting IP access password (you can request it to be sent by SMS, by mail or that a voice machine tells you the new password)
- Querying loyalty period information
- Querying the possibility of bandwidth upgrading and IPTV service provision (by specifying a landline telephone number you are notified of the maximum bandwidth of internet service that can be provided and whether IPTV service can be provided at the address associated with the telephone number)
- Reconnection of internet service suspended from service (if the suspension was requested by the customer that does not have billing debt)
- Migration to other tariff package



Services related to TV service

- Querying loyalty period information
- Reconnection of IPTV suspended from service (if the suspension was requested by the customer that does not have billing debt)
- Migration to other tariff package

Querying the status of the ordered service (After specification of the order ID - SR number - you are notified of the status of your order)

Customer password modification (You can modify your individual customer password consisting of 5 digits that cannot be identical digits, e.g. 55555, or consecutive digits, e.g. 12345, 98765.)

Please note that the available menu items may vary according to the services associated with the telephone number and depend on the technology used for the telephone, internet and TV service. Further information is provided in Telekom shops or on the customer service telephone number 1435.

Further details of services and discounts are available in the currently applicable Tariffs Schedule, on the website www.telekom.hu/uzleti.