

These FAQs were translated with the help of an AI and are not binding.

Title: How can I reach customer service online?

Content: There are three ways to reach our customer service online: conveniently through our contact form. To do so, simply click on the "Get in touch" button below. We can answer your request even faster if you use our search function to find the appropriate question related to your request and then contact us through that question. Via WhatsApp through the freenet mobile app. You can find all information about our app here. In your online customer account, you can quickly and easily take care of many matters around the clock.

Title: How can I give/withdraw my consent to be contacted?

Content: Here you can specify the ways in which we may contact you, for example, to inform you about when you can renew your contract.

Title: Can I book a call back online?

Content: Currently, it is not possible to book a call back online. You can reach our customer service by phone. Customer hotline: 040 / 55 55 41 000. Opening hours: Mon.-Fri. from 08:00-20:00 and Sat.-Sun. 09:00-18:00 (emergency service available at all times). If there are longer waiting times or outside of opening hours, our call back service will automatically be offered to you in the hotline.

Title: Can I return my packaging?

Content: We are obliged to take back and recycle packaging in accordance with the requirements of the VerpackG. We are happy to fulfill this obligation. Simply return your packaging to us with the enclosed return slip.

Title: I heard that mobilcom-debitel will be called freenet from July. What does that mean for me?

Content: That's correct. From mid-July, we will be called freenet. You can find all the information about this here.

Title: Can I keep my phone number when switching to freenet?

Content: Do you want to keep your current phone number when you sign up for a new contract with freenet? Then you should first inform your current provider. They will then inform you about the further process and the remaining term of your contract. When you apply for your new contract

with freenet, you only need to provide your desired phone number. We will take care of everything else for you. You can find more information about number porting here. You can also order your new contract including number porting by phone at 040 / 55 55 41 441. We are happy to advise you and ensure that all details are recorded correctly. We are available from Mon.-Fri. 08:00-20:00 and Sat. 09:00-18:00. If you are already a customer of ours, we will advise you by phone at 040 / 55 55 41 000. We are also available here from Mon.-Fri. 08:00-20:00 and Sat.-Sun. 09:00-18:00 (blocking service is available at any time).

Title: Can I refer friends to freenet? Are there rewards for it?

Content: If you recommend us as a mobile phone provider and your friends and acquaintances sign up for a contract with us, up to €30 will be directly credited to your account - every time and without limitation of participants! You can find out how to do this here. If you have any questions, you can contact customer service through our contact form. Simply click on the "Contact Us" button below.

Title: How can I cancel my new contract?

Content: If you are a new customer and have ordered your contract online, by phone, or by mail, you have the right to cancel within 14 days of receiving the goods. Simply call us at 040 / 55 55 41 000 at the fixed network rate. We are available Monday to Friday from 08:00 to 20:00 and on weekends from 09:00 to 18:00 (emergency service is available at any time). Together we will find a solution. Alternatively, you can also contact customer service in writing via our contact form. Simply click on the button "Contact us" below. If you have concluded the contract in one of our shops, ideally contact our local customer advisors with your concern.

Title: Where can I find my customer number?

Content: You can find your customer number at the top right of each of your invoices and on the homepage of your online customer account. In addition, you can also find your customer number in the freenet mobile app under "My account".

Title: How can I change my address and bank details?

Content: You can easily change your address and bank details in your online customer account under "My data" or in our freenet mobile app. Further information about our app can be found [here](#).

Title: How can I change my family name/surname?

Content: You can easily request a change to your family name/surname through our contact form. Simply click on the button "Contact us" below, enter the desired change in the text field, and send it along with a copy of your ID card. We will take care of your request as soon as possible. Please note that, due to legal requirements, we need a copy of your current ID card to make the change. Simply include it with your request, and we will handle it in a privacy-compliant manner after the change has been made.

Title: How can I transfer my contract to another name?

Content: You can find the documents you need to transfer your contract [here](#). It's best to send us the completed and signed form, along with the required documents, directly. Simply click on the button "Contact us" below, enter the desired change in the text field, and submit the form and your documents. We will take care of your request as soon as possible. Your transfer request will be processed as soon as it is complete. The transfer will be carried out as soon as possible, but a specific date cannot be requested.

Title: How can I change my contact and billing email address?

Content: You can change your contact and billing email address free of charge and easily in your online customer account: simply [click here](#) and log in to your online account to update your contact email address under the "My data" section. You can change your billing email address [here](#). Alternatively, you can also make these changes in the freenet mobile app under "Account". You can download the app from freenet-mobilfunk.de/kundenapp.

Title: Setting up cashback for new contract: Here's how!

Content: We offer exclusive cashbacks to our new customers on various mobile tariffs. Only private customers over 18 years of age who have concluded a cashback-promotion mobile phone contract with us are generally eligible for cashback. The cashback can only be requested during the period from the start of the 4th contract month until the end of the 6th

contract month. You will automatically receive the exact redemption period by SMS from us after activating the contract. Requirements for successful cashback redemption: You are a private end customer over 18 years of age. You have an active cashback-promotion mobile phone contract with an active SEPA mandate with us. You have no outstanding, undisputed invoice amounts. You have not declared an extraordinary termination for your mobile phone contract at the time of cashback application. You are in the redemption period (start of the 4th contract month until the end of the 6th contract month). To receive the cashback, send us an SMS with the text "Cashback" to the short code 61131 during the redemption period. The cashback amount will then be transferred to the bank account we have on file for you. If the mobile phone contract is terminated before the minimum term expires, freenet DLS GmbH reserves the right to reclaim already paid out cashback proportionally.

Title: Redeeming cashback for contract extension: Here's how!

Content: We offer exclusive cashbacks to our existing customers as part of a contract extension on various mobile phone tariffs. Only private customers over 18 years of age who have agreed to a cashback-promotion contract extension for another 24 months with us are generally eligible for cashback. The cashback can only be requested during the period from the start of the 2nd month until the end of the 4th month from the order date of the contract extension. You will automatically receive the exact redemption period by SMS from us after activating the contract. Requirements for successful cashback redemption: You are a private end customer over 18 years of age. You have an active cashback-promotion mobile phone contract with an active SEPA mandate with us. You have no outstanding, undisputed invoice amounts. You have not declared an extraordinary termination for your mobile phone contract at the time of cashback application. You are in the redemption period (start of the 2nd month until the end of the 4th month from the order date of the contract extension). To receive the cashback, send us an SMS with the text "Cashback" to the short code 61131 during the redemption period. The cashback amount will then be transferred to the bank account we have on file for you. If the mobile phone contract is terminated before the minimum term expires, freenet DLS GmbH reserves the right to reclaim already paid out cashback proportionally.

Title: Where can I find the right plan for me?

Content: Not sure which plan is best suited to your needs? You can find an overview of our current plans here. Alternatively, you can contact customer service through our contact form. Simply click on the "Contact Us" button below.

Title: Where can I find information about my plan?

Content: You can find information about your plan in the contract details of your online customer account. Additionally, you can also find plan information in the freenet mobile app under "Plan." You can download the app at freenet-mobilfunk.de/kundenapp.

Title: I want to switch my plan, who can I contact?

Content: You can request a plan change through your online account. If there is a suitable plan for you, we will show you our recommendation there. If your contract is extendable, you can use the online bonus and accept one of our offers. If there is no plan change offer available to you, you can alternatively book additional data volume here. Alternatively, you can contact customer service in writing through our contact form. Simply click on the "Contact Us" button below.

Title: Can I switch my plan online?

Content: Of course, you can also switch your plan online. We offer a wide range of different mobile plans that are perfectly suited to your requirements. You can find information about your current plan in your online customer account. Here, you will also find personal recommendations for choosing a mobile plan that fits you and your usage behavior. Alternatively, you can contact customer service in writing through our contact form. Simply click on the "Contact Us" button below. Note: If no plan recommendations are displayed online, your current plan may be subject to a minimum term. For more information and comprehensive advice, we are happy to assist you.

Title: How much does it cost to switch tariffs?

Content: Do you want to change your current mobile phone tariff to a new one that suits you better? No problem! Switching tariffs is quick and easy, and costs only €9.99. The contract term does not change when you switch tariffs.

Title: Where can I find information about freenet's service prices?

Content: You can find an overview of our current service prices here. Simply select the mobile network of your current tariff, and you will get a detailed overview of all prices for our services.

Title: What is the "TK-Transparency Ordinance" and what information is provided here?

Content: The abbreviation "TK-Transparency Ordinance" stands for "Telecommunications Transparency Ordinance". This is a law that came into force in 2017. It stipulates that mobile phone customers receive an information sheet about the contract they have signed, which contains all important data and conditions of the mobile phone contract. You can find an overview of the most important contract details here by logging into your online customer account. Please note: The consumption periods listed may differ from those stated on your bill. This is due solely to different deadline settings and has no impact on the services agreed upon in the contract.

Title: What is WiFi Calling and how can I book it?

Content: In selected tariffs, you have the WiFi Calling function as an inclusive feature. This allows you to make calls over WiFi and enjoy particularly good voice quality, even in areas where there is no or only limited mobile phone coverage. As soon as your mobile phone is connected to a WiFi network within Germany, the connection is maintained via that network. The advantages are clear: better reception even in closed rooms, calls are established quickly, and excellent voice quality. Note: WiFi Calling only works with a compatible mobile phone. You can find out whether your device supports WiFi calls in the operating instructions.

Title: Does freenet also offer an internet tariff?

Content: With freenet Internet, we have just the right thing for you. Simply plug the router into the socket and you have internet at home and on the go. And all of this is still cancellable on a monthly basis. You can find further information on www.freenet-internet.de.

Title: What advantages does the ServicePlus option or the digital service package offer me?

Content: The digital service package offers you these attractive additional services: free hotline, free rental phone if your device is defective, free card exchange, comprehensive tariff advice every two years, free tariff change, free determination of the PUK number to unlock the SIM cards, and free changes to your master data. You can conveniently book the service package for only €2.99 per month by phone using the toll-free number 0800 / 25 02 500 (Mon.-Fri. 08:00-20:00, Sat.-Sun. 09:00-17:30). The ServicePlus option has a contract period of 12 months. If you have any questions, you can also contact customer service in writing via our contact form. Simply click on the "Contact us" button below.

Title: Where can I find information about data options?

Content: An overview of the attractive data options for mobile internet can be found in the "Additional Options" section. Simply select your mobile network in the bar and discover affordable options such as the freenet Hotspot Flat or offers for additional data volume. Alternatively, you can also contact customer service in writing via our contact form to book. Simply click on the "Contact us" button below.

Title: Which additional options can I add to my tariff?

Content: To use permanently attractive internet and international options, you can add various additional options to your tariff. For example, expand your contract with additional data volume or a freenet Hotspot Flat, which allows you to surf the mobile internet via around 50 million hotspots in 120 countries. An overview of all offers can be found here. With our security offers, you can also protect your mobile phone from internet risks such as data theft, viruses or malware. You can enjoy the best entertainment with our entertainment and gaming products. You can find more information on our website freenet-mobilfunk.de under the menu item "TV, Accessories & Apps" (at the top of the menu bar). Alternatively, you can also contact customer service in writing via our contact form to book. Simply click on the "Contact us" button below.

Title: How can I book or cancel additional options?

Content: You can activate or deactivate additional options in your online customer account. You have two options to choose from: Click on "Additional options" on the homepage of the online service. You will find the selection box in the lower left corner. Or go to our website and select

"My account" in the top bar. Here you can book or cancel your desired additional options. Note: Please note that you can only deactivate tariff options that are not a fixed part of your mobile phone tariff. Information about your tariff can be found in your tariff overview.

Title: Why can't I use my StreamOn option anymore?

Content: Last year, the European Court of Justice (ECJ) declared zero-rating offers, such as Telekom's StreamOn option, to be inadmissible. Therefore, we will only provide these additional options until March 31, 2023. From April 1, 2023, we are obliged to include all data connections in your included data volume. If you currently have one of the StreamOn options (Gaming, Music, Music & Video, or Social & Chat), we will cancel them on March 31, 2023. To ensure that you can continue to surf worry-free after that, we will give you 90 days of unlimited data volume throughout Germany as a gift. To activate the gift, simply visit the website pass.telekom.de from your smartphone starting on April 1, 2023 (turn off Wi-Fi). You can find alternative additional options for more data volume [here](#).

Title: Why can't I use my GigaPass anymore?

Content: Last year, the European Court of Justice (ECJ) declared zero-rating offers, such as Vodafone's GigaPasses, to be inadmissible. Therefore, we will only provide these additional options until March 31, 2023. From April 1, 2023, we are obliged to include all data connections in your included data volume. If you currently have one of the GigaPasses (ChatPass, SocialPass, MusicPass, or VideoPass), we will cancel them on March 31, 2023. You can find alternative additional options for more data volume [here](#).

Title: Where can I find information about the duration of my contract?

Content: You can find information about the duration of your mobile phone contract and other contract details in the online service under "My contracts" or by clicking [here](#). In addition, you can also find tariff information in the freenet mobile app under Tariff. You can download it from freenet-mobilfunk.de/kundenapp.

Title: What are the benefits of contract extension?

Content: When your fixed-term contract expires, you have a choice: when you extend your contract, you can choose whether you want a new mobile phone or a credit. To help you make your decision and find the best offer,

you have several options: Call us at 040 / 55 55 41 000. We are available for you from Mon.-Fri. from 08:00-20:00 and Sat.-Sun. from 09:00-18:00 (blocking service is available at any time). Use our online customer service. Use the freenet mobile app. Visit a freenet shop. Use our contact form. Simply click on the "Contact us" button below. To make sure you don't miss the time frame for your contract extension, use our reminder service.

Title: I have quit. Can I undo my resignation and get a new phone?

Content: Yes, even if you have already quit your contract, you can extend your mobile phone contract for another 24 months and get a new phone. Simply call us at a landline rate from Mon-Fri from 8:00 am to 8:00 pm and Sat-Sun from 9:00 am to 6:00 pm (blocking service is available at any time) at 040 / 55 55 41 000 or select your desired device in your online account. Once you accept our offer, the termination will be undone, and your contract will be extended for another 24 months. If you only want to withdraw your termination without getting a new phone, the contract will be extended for 12 months. If you have any further questions, you can also contact our customer service in writing via our contact form. Simply click on the "Get in touch" button below.

Title: I recently extended my contract. Where can I view the details of my order?

Content: You will receive the order confirmation with all details of your contract extension by post a few days after placing your order. You can also find all information about your contract extension in your online customer account.

Title: If I don't immediately extend my contract, will I lose the entitlement to a new phone?

Content: No, you can decide freely when you want to buy a new phone again. If you decide against a new device at a discounted price, your contract will be extended for 12 months. Only when you take advantage of a discount, your contract will be extended for another 24 months. If you have any further questions, you can also contact our customer service in writing via our contact form. Simply click on the "Get in touch" button below.

Title: Where can I check the shipping status of my order?

Content: You can find information about the current shipping status of your order in the online service under "My orders".

Title: When will I receive the phone I ordered for my contract extension?

Content: You will receive your new phone within 5-7 working days after placing your order. You can check the current shipping status of your order under "My orders" in your online customer account. For large manufacturers like Apple, there are currently significant delivery delays. The production of smartphones and tablets requires microchips, which are currently only available in limited quantities. We are in direct contact with our suppliers to send the orders as soon as possible. Once your goods are available again, you will receive a written shipping confirmation from us. This will include a link to track your shipment. So you can always see where your order is at the moment.

Title: How can I cancel a contract extension?

Content: If you have ordered your contract extension online, by phone, or by mail, you have a 14-day right of withdrawal starting from receipt of the goods. Simply call us at 040 / 55 55 41 000 at the local rate. You can reach us Monday through Friday from 08:00 to 20:00 and Saturday and Sunday from 09:00 to 18:00 (blocking service is available at any time). Together, we will find a solution. Alternatively, you can also contact our customer service in writing via our contact form. Simply click on the button "Contact us" below. If you have made the contract extension in one of our shops, ideally contact our local customer advisors with your concerns.

Title: How and when will I pay for the mobile phone I ordered for the contract extension?

Content: Payment will be made after the goods have been shipped. The invoice for your new phone will be included with your order or sent to the contract partner's address on file with us if the delivery address is different. All payment details can be found on the invoice.

Title: Contract Extension: Use Your Options

Content: When your mobile phone contract is about to expire, you have several options: you can extend your mobile phone contract, change your plan, or cancel it. You don't have to do anything for a contract extension - it will be done automatically if you don't cancel it. But if you want to take the

opportunity to change your plan or order a new phone for the contract extension, you'll find all the information you need on contract extensions here. You can also set up a reminder service there so that you will be informed in time when a contract extension is possible for you.

Alternatively, you can call our customer service so that we can advise you according to your personal needs and answer all your questions about the contract extension. You can reach us at 040 / 55 55 41 548 (Monday to Friday 09:00 to 19:00, Saturday 09:00 to 18:00).

Title: How can I cancel my contract?

Content: You can easily cancel your existing freenet mobile phone contract by phone.

Hotline: 040 / 55 55 41 540 Opening hours: Monday to Friday from 09:00 to 19:00 and Saturday from 09:00 to 18:00, except on holidays. This service applies to all private customers with a mobile phone contract that has a term of 24 months.

Alternatively, you can also pre-register your cancellation online. You can find out more in your personal online area under "Pre-register cancellation". For more information on canceling freenet mobile phone contracts, click here. Or you can contact customer service in writing via our contact form. Simply click on the button "Contact us" below.

Title: How can I cancel my contract?

Content: You can easily cancel your existing contract via the pre-filled contact form. You can find this by clicking on "Contact us" below.

Title: How do I terminate or transfer a contract in the event of the contract holder's death?

Content: Option 1: Termination To terminate the contract, please send us a written termination by email or post and be sure to include a copy of the death certificate. Additionally, we require the following information for speedy processing:

- Contact details of the surviving family members
- Customer or phone number of the mobile phone contract Please send the complete documents by email to nachlass@freenet-mobilfunk.de or through our contact form. Simply click on the button "Contact us" below. Alternatively, you can also send the documents to the following address: freenet DLS GmbH, Kundenservice, 99076 Erfurt Kundenservice 99076 Erfurt

Option 2: Contract transfer If you wish to continue using the contract and transfer it to a new contract holder, you can find the necessary documents for the transfer here. Please send us the completed and signed form along with the required documents. To ensure that you don't forget anything, there is a checklist on the second page of the PDF document. In any case, we also require a copy of the death certificate of the contract holder. Are you appointed as the guardian of the deceased contract partner? If we already have your guardian ID, the above instructions apply to both termination

and contract transfer. Otherwise, please include a copy of the guardian ID along with the required documents, including the relevant customer or phone number of the contract.

Title: How do I receive my termination confirmation?

Content: If you have already terminated your contract but have not received a termination confirmation, please contact us by phone at 040 / 55 55 41 540. You can reach us Monday to Friday from 9:00 am to 7:00 pm and Saturday from 9:00 am to 6:00 pm, except on public holidays (applies only to private customers with a 24-month contract). Alternatively, you can contact customer service in writing via our contact form. Simply click on the button "Contact us" below.

Title: Termination of mobile phone contract: Here's how

Content: Do you want to terminate your mobile phone contract with Freenet? No problem! We'll tell you what your next steps are, how the termination process works, and what options you have if your contract no longer suits you. You'll also learn what you need to do to end additional options.

Deadlines when terminating your mobile phone contract If you want to terminate your contract, the first step is to take a look at your contract documents. Deadlines must be observed when terminating a mobile phone contract. If you don't do this, your contract will automatically be extended for a certain period of time and you will have to wait a little longer to terminate it. The following deadlines usually apply to contracts concluded before December 1, 2021:

Contracts with a minimum term of 24 months: The termination period is 3 months before the end of the contract. If the 3-month deadline is missed, the contract will be extended by another 12 months. If you terminate your contract on time, it will end on the exact date specified in the contract.

Contracts with a minimum term of 1 to 12 months: In this case, the termination period is 1 month before the end of the contract. If you miss this deadline, the contract will be extended for the period specified in the contract. In this case, too, the mobile phone contract ends exactly on the day of termination.

Contracts without a minimum term: Contracts with no minimum term can be terminated monthly at the end of each month. For contracts concluded from December 1, 2021, the following deadlines apply:

Contracts with a minimum term of 24 months: The termination period is 1 month before the end of the contract. If the 1-month deadline is missed, the contract will be extended indefinitely by one month each time. If you terminate your contract on time, it will end on the exact date specified in the contract.

Contracts with a minimum term of 1 to 12 months: In this case, the termination period is 1 month before the end of the contract. If you miss this deadline, the contract will be extended indefinitely by one month each time. In this case, too, the mobile phone contract ends exactly on the day of termination.

Contracts without a minimum term, automatically renewed contracts: In this case, a termination period of one month to the exact date applies.

How to properly terminate your mobile phone contract The easiest way to terminate your contract is by phone. You'll learn how it works, how to reserve your cancellation by phone, and what else you need to know on this page.

Reversing your cancellation Changed your mind after terminating your mobile phone contract and want to return to Freenet? No problem! We welcome you back. You can extend your previous contract with a new mobile phone for 24 months if you wish. You can do this by phone at the hotline number 040/55 55 41 545 (Mon.-Fri. 09:00-19:00, Sat. 09:00-18:00) or you can find offers for contract extensions in your online customer account.

Cancelling additional options in mobile phone contracts Many mobile phone contracts include additional options. There are options that are directly related to the mobile phone tariff, such as data packages for mobile internet or special options for using the phone abroad, and options that are not directly related to the tariff. These include subscriptions to streaming services or TV packages that you can sign up for through freenet. In this case too, it is not necessary to cancel the entire mobile phone contract. You can simply terminate the desired tariff options. If it is an additional option directly related to your tariff, log into your online account. There you will see a list of the additional options you have signed up for, the duration of these options, and the notice periods you must observe. You can cancel tariff-independent additional options in a different way. On this page, you will find an overview of the options you have ordered. You can also terminate them with just a few clicks.

Cancelling digital lifestyle contracts Digital lifestyle products are concluded as a separate contract. This contract is independent of your mobile phone contract and must also be cancelled separately. To cancel a contract for a digital lifestyle product, log into your online account. There you will see a list of the contracts you have concluded, the duration of these contracts, and the notice periods you must observe. The same notice periods apply as for mobile phone contracts.

Title: What can I use a data plan for?

Content: With a data plan, you can conveniently use your preferred online services and apps anytime with your mobile device. Thanks to the almost nationwide expansion of the LTE network, you benefit from a high data speed almost everywhere. However, if you want to make larger downloads or stream videos, you should use a Wi-Fi connection instead, as these services consume a lot of data. Depending on your plan, your data volume could otherwise be quickly used up.

Title: In which network can I use the freenet Surf-Stick? Is there a SIM lock?

Content: The freenet Surf-Stick is compatible with all mobile networks. There is no so-called SIM lock that would restrict the use of a Surf-Stick to the SIM card of the Surf-Stick provider.

Title: Why is the freenet Surf-Stick not connecting to the internet despite having network reception?

Content: If your freenet Surf-Stick is not establishing an internet connection despite having network reception, it is possible that your firewall or anti-virus program is blocking the process. In this case, please check the corresponding settings.

Title: Who can I contact if I have problems with the freenet Surf-Stick?

Content: If you have problems with your freenet Surf-Stick, you can contact our customer service by phone: Customer hotline: 040 / 55 55 41 000 (Opening hours Mon.-Fri. from 08:00-20:00 and Sat.-Sun. from 09:00-18:00 (emergency service is available at all times)). Alternatively, you can also get help from our partner 4G Systems: 4G Systems Technical Service Hotline: +49 (0) 90052222 13 (49 ct/min. from German landlines, different prices may apply from mobile networks) www.4g-systems.com

Title: Is there a speed limit for mobile data?

Content: Yes, there is a limited data volume per month. The exact capacity depends on the tariff you have subscribed to. Once you have used up the inclusive performance in the respective billing period, the data transfer speed is reduced. You can find exact information about the data volume in your contract details. Would you like to check how much data you have already used in the current billing period? It's easy: You can view your data usage at any time on the start page of your online customer account. Alternatively, you can also check the current status conveniently via app. By the way, with our freenet Hotspot Flat, you can access around 50 million hotspots in 120 countries worldwide. This way, you can save your data volume and still surf on the go.

Title: When is the data speed throttling lifted?

Content: For the Telekom and Telefónica tariffs, the data speed throttling is lifted on the 1st day of the month. For Vodafone, the time of throttling removal is determined as follows: if your customer number starts with "MC": on the 22nd day of the month, if your customer number starts with "CW": on the 26th day of the month, if your customer number starts with "SP": on the 20th or 24th day of the month. By the way, with our freenet Hotspot Flat, you can access around 50 million hotspots in 120 countries worldwide. This way, you can save your data volume and still surf on the go.

Title: How can I view my data usage so far?

Content: You can view an overview of your data usage so far directly on the homepage of your online customer account. While on the go, you can also easily check your data usage through the freenet-mobilfunk app. If you have any questions, you can also contact customer service in writing via our contact form. Simply click on the "Contact" button below.

Title: I have terminated my contract and want to transfer my number to a new provider. What do I need to do?

Content: If you want to transfer your phone number to a new mobile phone contract with another provider, all you have to do is inform your new provider. They will then contact us and take care of everything else for you. The transfer of your phone number is free of charge. All the necessary information that you need to provide to your new provider can be found in your online customer account under "My Data" and the section "Information for number portability". If you notice any incorrect information (such as misspelled names), you can have it corrected through our contact form. A smooth transfer of your phone number only works with correct data!

Title: Making number portability easy

Content: Number portability: keeping (almost) everything the same! If your phone number changes, your contacts, banks, insurance companies or other service providers need to be informed. Updating your contact information is tedious and time-consuming. If this effort has previously prevented you from signing a new contract or switching providers, you can rest assured: you can simply transfer your phone number. This process is also known as number portability. Learn more about the requirements, process and costs of transferring your phone number. In which cases can you transfer your phone number? Have you signed your mobile phone contract a long time ago and it no longer meets your current needs? Maybe you have also found a similar contract with another provider at a cheaper price? When it comes to transferring a phone number, there are three options: Importing the number: You bring your existing number to freenet. Exporting the number: You take your existing number to another provider. All necessary information for your new provider can be found here in your online customer account. How much does it cost to transfer the number? The transfer of your phone number is free of charge. Is it possible to transfer the number at any time? Number portability is possible at the regular end of your current contract term or during the contract term. When signing a contract in some online shops or in our freenet shops, it is also possible to take over your phone number for your new contract at a later date. In this case, you can be reached immediately after the contract start with a new temporary phone number. Until the transfer, you can also use your familiar phone number additionally (e.g. on a second phone). If you want to take your mobile number with you before the end of your current contract, this is called an early transfer. Important: With an early transfer,

the old provider releases your phone number for transfer and assigns a new number for the remaining term of the existing contract. As long as you have not terminated the contract or the termination is not yet effective, it will continue as normal. This means that you will continue to receive invoices. If you have already signed a new mobile phone contract, you may be paying for two contracts at the same time. How can you apply for number porting? The number porting process is very straightforward. If you want to take your mobile number with you at the end of the contract period, you can submit the application when you sign the contract. For example, in the freenet online shop, this is possible with a simple checkmark at the end of the ordering process. The new provider then makes a porting request to the old provider. It is important for a successful number transfer that your personal data (name, date of birth, and address) are identical with your old and new providers. If you want to take your mobile number during the contract term, follow these steps: Make sure that your data with your old and new provider match exactly. Inform your current provider that you want your phone number to be transferred as soon as possible. Inform your new provider about your porting request. Inform your old provider about your desire to take your phone number with you, and they will submit a porting declaration (Opt-in). If the new provider then makes the request to take the number, the old mobile phone provider releases the number. Important: Without prior Opt-in or the submitted porting intention, the immediate porting will be rejected.

How long does it take to process the application? If you want to take your phone number with you, you should plan at least seven days for this. Since porting can only be done on working days, weekends and national holidays do not count. Therefore, it is important to inform us in time about taking your mobile number with you.

Are there any differences between term contracts and prepaid contracts? In principle, the same requirements must be met for porting phone numbers for term contracts and prepaid contracts. If you want to take your phone number from a prepaid contract, you must also submit a waiver declaration to the old provider in addition to the termination. With this, you agree to waive telephone services and any remaining credit.

When signing a contract in some online shops or in our freenet shops, it is also possible to take over your phone number for your new contract at a later date. In this case, you can be reached immediately after the contract start with a new temporary phone number. Until the transfer, you can also use your familiar phone number additionally (e.g. on a second phone). If you want to take your mobile number with you before the end of your current contract, this is called an early transfer. Important: With an early transfer, the old provider releases your phone number for transfer and assigns a new number for the remaining term of the existing contract. As long as you have not terminated the contract or the termination is not yet effective, it will continue as normal. This means that you will continue to receive invoices. If you have already signed a new mobile phone contract, you may be paying for two contracts at the same time.

How can you apply for number porting? The number porting process is very straightforward. If you want to take your mobile number with you at the end of the contract period, you can submit the application when you sign the contract. For example, in the freenet online shop, this is possible with a simple checkmark at the end of the ordering process. The new provider then makes a porting request to the old provider. It is important for a successful number transfer that your personal data (name, date of birth, and address) are identical with your old and new providers. If you want to take your mobile number during the contract term, follow these steps: Make sure that your data with your old and new provider match exactly. Inform your current provider that you want your phone number to be transferred as soon as possible. Inform your new provider about your porting request. Inform your old provider about your desire to take your phone number with you, and they will submit a porting declaration (Opt-in). If the new provider then makes the request to take the number, the old mobile phone provider releases the number. Important: Without prior Opt-in or the submitted porting intention, the immediate porting will be rejected.

How long does it take to process the application? If you want to take your phone number with you, you should plan at least seven days for this. Since porting can only be done on working days, weekends and national holidays do not count. Therefore, it is important to inform us in time about taking your mobile number with you.

Are there any differences between term contracts and prepaid contracts? In principle, the same requirements must be met for porting phone numbers for term contracts and prepaid contracts. If you want to take your phone number from a prepaid contract, you must also submit a waiver declaration to the old provider in addition to the termination. With this, you agree to waive telephone services and any remaining credit.

Title: I want to transfer my phone number to another provider. Where can I find the necessary information?

Content: All the necessary information you need to provide to your new provider can be found in your online customer account under "My Data" and the section "Information for Number Portability". If you notice any incorrect information (such as misspelled names), you can have it corrected through our contact form. Smooth number portability only works with correct data!

Title: How do I book a partner card?

Content: Currently, we do not offer partner card tariffs. However, you can alternatively select a new tariff here and book it as an additional contract.

Title: How can I cancel my partner card?

Content: To cancel your partner card, you can contact us by phone at 040 / 55 55 41 540.

Title: Why do I have a partner card on my invoice?

Content: You have booked a particularly favorable partner card for your existing main contract. You may have placed the order by phone, in a freenet shop, or online. In any case, you received an order confirmation. If you have any questions, you can also contact customer service in writing through our contact form. Simply click on the "Contact" button below.

Title: I have signed a contract with freenet through CHECK24 and have the following question...

Content: If you have signed a contract with freenet through CHECK24, you can find the most frequently asked questions we receive from our new customers in this article. By simply clicking on the selected questions, you will be directed to the appropriate answer. How can I transfer my old phone number to freenet? How do I get information about the status of transferring my old phone number to freenet? Why did I receive a new phone number with the SIM card even though I requested to transfer my old phone number? What do I do if my phone number transfer request is rejected? How do I get the bonus for transferring my phone number? Why do the prices on the flyer I received by mail differ from those in the email confirmation? What do I need to do to get the CHECK24 cashback? Is your question not included? Then simply use our contact form. Your message will be answered promptly by our customer service. Simply click on the "Contact" button below.

Title: For customers via CHECK24 - How can I take my old phone number with me to freenet?

Content: So that we know that you want to take your old phone number with you and can initiate everything else, we have set up a page for you where you can easily request the transfer of your old phone number. You have received the link to the page from us by email with the subject "Your phone number transfer" or you can simply click [here](#).

Title: For customers via CHECK24 - How can I get information about the status of transferring my old phone number to freenet?

Content: In order for us to inform you about the status of transferring your phone number, the first step is for the transfer request to be received by us. To do this, simply click [here](#) or use the link we sent you by email with the subject "Your order". After you have entered all the information on this page and clicked the "Submit" button, you will receive immediate feedback on whether the information was successfully submitted. You will then receive one of the following emails from us in the coming days, with the subject "Your phone number transfer". In this email, you will be notified of the date on which you can start using your previous phone number again. Subject "Rejection of your phone number transfer". You will only receive this email if there was a problem with your request. For example, if personal data differs between us and your previous provider or if your previous provider has not yet released the phone number. The reason why the request cannot be processed and

what you can do now will be explained in the email with the subject "Rejection of your phone number transfer" that you received from us.

Title: For customers via CHECK24 - Why did I receive a new phone number with the SIM card even though I requested the transfer of my old phone number?

Content: All customers receive a temporary phone number from us when they sign up for freenet. This ensures that you can still be reached in case something does not work immediately with the transfer of your phone number. We will inform you of the date from which you can start using your previous phone number again a few days after we receive your transfer request. You will receive an email from us about this.

Note: The transfer request for your phone number has only been received by us if you have sent the corresponding application to us on our page. You received the link to the page from us by email with the subject "Your order". Or you can simply click [here](#) to get to the page with the application.

Title: For customers via CHECK24 - What should I do if my order to transfer my phone number was rejected?

Content: If your order to transfer your previous phone number to us was rejected, you will receive an email from us with the subject "Rejection of your phone number transfer". In this email, you will find all the information about why the order could not be executed and what you can do now.

Title: For customers via CHECK24 - How do I receive the bonus for transferring my phone number?

Content: If your tariff includes a bonus for transferring your old phone number to freenet, you simply have to send a text message with the text "Bonus" (without special characters) to the number 22234 after activating your SIM card and transferring your phone number. You have 30 days to do this. Only after sending the text message will the bonus be credited to you by freenet.

Title: For customers via CHECK24 - Why do the prices on the flyer I received by mail differ from those in the order confirmation email?

Content: The flyer for your tariff that you received by mail contains the standard conditions for this tariff. Additional data volume or discounts on one-time and monthly prices agreed upon at the time of contract conclusion are not taken into account on the flyer. The prices valid for your mobile phone can be found in the order confirmation email that you received from us with the subject "Your order".

Note: Please be aware that CHECK24 payouts such as cashback are not listed on the order confirmation as these amounts are credited to you by CHECK24 itself and not by freenet.

Title: For customers via CHECK24 - What do I need to do to receive the CHECK24 cashback?

Content: In order for the cashback to be credited to you, CHECK24 requires the first invoice for your new mobile phone contract. You can find detailed information [here](#).

Title: Why am I not receiving information about the delivery of a new online invoice by email?

Content: Here you can check and adjust your email address for invoice notifications. If the email address on file is correct, our email may be in your spam folder.

Title: Why am I not receiving my online invoice as a PDF document by email?

Content: To protect your privacy, we only send you a link by email that allows you to conveniently access and print your invoice in your online account. This ensures that only you have access to your invoice data. In addition, you always know where your invoices are stored. Therefore, searching through your email inbox is no longer necessary.

Title: Why am I unable to open my invoice in PDF format?

Content: Some older versions of PDF readers have security issues. Therefore, only open your invoice with an up-to-date version. You can download Adobe Acrobat Reader for free [here](#). Tip: Regularly update Adobe Acrobat Reader to avoid security issues.

Title: How can I receive and access my invoice online?

Content: Your invoice is available for retrieval in your online customer account at any time. After logging into your online account, you will find your mobile phone bills for the last 36 months, as well as - if contractually agreed - the itemized billings of your bills for the last 6 months. Additionally, you can also find tariff information in the freenet Mobilfunk app under Tariff. To download, please visit [freenet-mobilfunk/kundenapp](#).

Title: I am logged into my online customer account and cannot view my invoice.

Content: A fully completed registration for an online account at Mein Konto is a prerequisite for viewing your invoice. You can find your mobile phone bill [here](#). If you have any questions, you can also contact customer service in writing via our contact form. Simply click on the "Contact" button below.

Title: How can I view my itemized bill in my online customer account?

Content: If you have requested an itemized bill, you can view it in your online customer account under "My Invoices" after logging in. If you have any questions, you can also contact customer service in writing via our contact form. Simply click on the "Contact" button below.

Title: I am a business customer and not all invoices are displayed. What can I do?

Content: If not all invoices are displayed in your online account, you can add additional contracts here. Once added, they will be displayed under "My Contracts" and you can view all invoices.

Title: What are third-party providers?

Content: Third-party services include, for example, purchasing paid apps from the app store or Google Play Store, as well as paying for parking tickets or tickets for public transportation. Similarly, ringtones or games can also be part of the service provided by third-party providers. We cooperate with various providers for digital services. If you have purchased a product from one of these so-called third-party providers, it will be listed as a separate item on your bill. With the so-called third-party provider lock, billing of digital services from third-party providers via your mobile phone bill is excluded. You can activate the lock here. Please note: After setting up the third-party provider lock, you will no longer be able to pay for, for example, parking tickets or public transportation tickets via your mobile phone bill. Purchases in app stores such as the Google Play Store or Apple Music are also no longer possible.

Title: How can I recognize a third-party service?

Content: You can recognize that you are placing a legally binding order for a third-party service by the "order now" button. The following terms are also commonly used for the "order now" button: "order for a fee," "enter into a payment obligation," "buy now." Caution is also required for SMS and apps. Some providers send dubious SMS messages with personal questions or requests to reply. In general, responding to unsolicited SMS messages will result in costs. However, this does not apply to simply reading such an SMS. Therefore, be vigilant and do not download every free app. Always read all information carefully. Especially in the fine print, the terms and conditions or the cancellation policy, there are often indications of hidden costs. Customer reviews will give you orientation.

Title: What does it mean when third-party providers appear on my bill?

Content: If your bill shows "third-party special services," you have activated the service of a third-party provider. This allows you to pay for their offers through your mobile phone bill. Through our cooperation as your mobile phone provider, we either invoice third-party services based on individual bills, such as for a music title, or based on a subscription, such as for a music or video flat rate. You can find the contact information for the third-party provider on the invoice under "use of third-party special services (gross)." Tip: Check your bill regularly! Especially when using your mobile phone, there is a risk that you may unexpectedly have to pay for something that initially appears to be free. And unfortunately, we cannot prevent "bad actors" among the third-party providers. For example, supposed "free trial offers" or "free games" are offered as apps where unexpected costs arise after entering your personal data, consenting to terms and conditions, or receiving a revocation instruction. You can get detailed information about the content as well as

how to deactivate the billed service directly from the provider's contact information listed on your bill. After logging in, you can access your invoices through your online customer account. You are also welcome to use our cancellation form for third-party services to cancel any subscription services. Please note that filling out the form directly on the computer is only possible after downloading the form and then opening it in a suitable PDF reader (e.g., from Adobe).

Title: How can I cancel third-party services?

Content: Please send a cancellation notice directly to the third-party provider. Since you have entered into the contract with the third-party provider, you can only obtain necessary information from them. This includes, among other things, information about the respective products, the time of conclusion, or cancellation periods. You can find the contact information for the third-party provider on the invoice under "use of third-party special services (gross)." If you have any objections to third-party positions on your bill, you can also contact us. If you want to cancel any subscription services, please use our cancellation form for third-party services. You can also set up a general third-party block here.

Title: What is a third-party block?

Content: A third-party block excludes the billing of digital services from third-party providers through your mobile phone bill. You can activate the third-party block here. Please note that after setting up the third-party block, you will no longer be able to pay for things like parking tickets or public transport tickets through your mobile phone bill. Purchases in app stores such as the Google Play Store or Apple Music will also no longer be possible.

Title: The connection fee was shown on my bill/in my cost control, but it should have been waived.

Content: If you have concluded a contract through our website, the connection fee may be waived under certain circumstances. The most important factor here is whether the contract was concluded as part of a special, temporary promotion. If your tariff is exempt from the connection fee, you will of course be refunded the cost in one of your first bills. If you did not conclude the contract through our website, please contact the respective contract partner. If you have any questions, you can also contact customer service in writing via our contact form. Simply click on the "Contact us" button below.

Title: What are special service numbers?

Content: Special service numbers are service numbers that can be both free and chargeable. The most common special service numbers include the following: value-added services (0900): These are generally services that go beyond pure connection services. Calls may cost a maximum of €30 per call or €3 per minute. The exact price is determined by the respective provider. The costs must be announced before the start of the call, with this announcement being free of charge for the caller. Shared-

cost services (0180): In this case, the caller and the respective company share the costs that arise for the call. Prices between €0.06 and €0.20 per call or between €0.07 and €0.14 per minute are charged. Information services (e.g. 11880): These are used, among other things, to inquire about the telephone number of listed persons. Prices between €1.99 and €2.99 per minute are charged. Mass traffic for certain purposes (e.g. 0137): This includes, for example, service numbers that have been set up for a voting procedure in television shows. These numbers are often associated with sweepstakes. Prices range from €0.14 per minute to €1 per call.

Title: When will I receive my credit and how will it be displayed on my invoice?

Content: You can find credits on your invoice under "Other services and benefits". For the first invoice of a new contract, discounts are often not taken into account for administrative reasons. However, they will be considered at the latest from the second invoice and, if necessary, also made up for the first invoice. You can find more information about your first invoice here. If you have any further questions, you can also contact customer service in writing via our contact form. Simply click on the "Contact us" button below.

Title: I have received my first invoice and do not understand the billing. How is the basic fee billed?

Content: Your first invoice may differ in some positions from the following invoices. On your first invoice, you will find the pro-rata basic fee for the first month, provided your contract started during an ongoing month; the complete basic fee for the second month; the one-time connection fee. From the second invoice onwards, only the basic fee for the respective month will be charged. You can find more information about your first invoice in our service video "The first invoice". If you have any further questions, you can also contact customer service in writing via our contact form. Simply click on the "Contact us" button below.

Title: I have an SMS flat rate. Why am I still being charged for SMS?

Content: Short message service center numbers, which are stored in the message settings of your mobile phone, are necessary for sending SMS messages. If your SMS messages are still being charged despite having an SMS flat rate, an incorrectly stored short message service center number may be the cause. Therefore, check in the SMS settings of your mobile phone whether the stored SMS center corresponds to the number stated in your tariff or tariff option overview and change it if necessary. Please also check whether the charged SMS messages are messages that are not covered by your SMS flat rate (e.g. SMS messages to foreign countries or to service numbers). If you are logged in to your online account, you will find all information about your tariff under "My Contracts". If you have booked an additional SMS option or would like to make a booking, you will find an overview of the used or available options here.

Title: My bill includes "Premium SMS" or "Value-Added Services." What are these?

Content: "Premium SMS" and "Value-Added Services" refer to an SMS with which you have ordered a service by dialing a five-digit short code or over the internet. The services offered range from participating in competitions, contact ads, price comparisons, chats, ringtones, and more. The cost of this service is determined by the respective service provider and charged to your mobile phone bill.

Title: I am using a tariff with inclusive services (e.g., inclusive minutes, inclusive SMS). How can I tell on my bill that they have been taken into account?

Content: Inclusive services are always provided at the beginning of the month and are valid for a complete calendar month. If your contract was activated not at the beginning of the month but in the middle of the month, you will receive a proportional share of inclusive services for the month. The billing of inclusive services may extend to two consecutive mobile phone bills. The bill section "Considered Inclusive Services" provides you with an overview. One more note: If you have requested itemized billing, you will find all connections considered in the inclusive services marked with parentheses. These connections will not be charged.

Title: How is my mobile phone bill calculated?

Content: Your bill always includes the monthly base amounts (package price, basic fees) of the current month. Phone calls, SMS, and data connections are retrospectively calculated based on your actual consumption, provided that these services are not already included in your tariff. In our service video on the invoice explanation, you will receive detailed information about your mobile phone bill after logging into your online account. If you have any questions, you can also contact customer service in writing via our contact form. Simply click on the "Contact Us" button below.

Title: Why are the basic services for the entire month charged in my mobile phone bill, but the connection fees for different periods?

Content: Basic services are always charged on a monthly basis (01.-31.) for the current month. Connection costs (for phone calls, SMS, and internet use), on the other hand, are charged retrospectively. Based on your consumption, connection costs are always charged across months. More information on this topic can be found here after logging into your online account.

Title: Why do I have to pay fees when I receive calls while abroad?

Content: When you receive calls abroad, you use the network of foreign mobile network operators. Outside the EU, these operators charge fees for using their network capacities. You can find the prices for making calls abroad here.

Title: What do the letter combinations behind each connection in the itemized billing mean?

Content: An explanation of the abbreviations can be found on the first page of your bill in the "Connection Prices" section. Here are some of the most commonly used

abbreviations: NA = Connections to the German landline network, DATA = Data connections, SMS = SMS messages, XSMS = multipart SMS messages.

Title: My bill charges my own phone number with "13" at Telekom, "55" at Vodafone, or "33" at Telefónica. What does that mean?

Content: These connections are to retrieve your mailbox.

Title: How can I pay my bill?

Content: You have the following options to pay your bill: Via your online customer account: Pay the outstanding amount via our online payment page. By direct debit: We automatically debit all outstanding invoice amounts from your bank account. You can enter your bank details here. By bank transfer: Transfer the outstanding amount to the following bank account: Commerzbank AG IBAN: DE 08 2144 0045 0844 4432 00 BIC: COBADEFFXXX Please state your customer or invoice number as the payment reference. You can find this on your invoice. At one of our freenet shops: Pay the outstanding amount (plus 4 € service fee) by debit card. You can find a shop near you here.

Title: I can't pay my bill. What can I do?

Content: Do you need our help? Please contact us by phone. You can reach us Monday to Friday from 08:00 to 20:00 and Saturday to Sunday from 09:00 to 18:00 (emergency service is available at all times) via our customer hotline. Customer hotline: 040 / 55 55 41 000

Title: I have received a mobile phone bill which is due to be debited in the next few days. However, my account is currently not covered. What should I do?

Content: Please contact our billing department by phone as soon as possible. We will be happy to postpone the debit for a few days and then debit the amount from your account without any additional charges. Customer hotline: 040 / 55 55 41 000. You can reach us Monday to Friday from 08:00 to 20:00 and Saturday to Sunday from 09:00 to 18:00 (emergency service is available at all times).

Title: What bank details should I use to make a bank transfer for my bill?

Content: Please transfer all invoice amounts to the following bank account: Commerzbank AG IBAN: DE 08 2144 0045 0844 4432 00 BIC: COBADEFFXXX. Please state your customer or invoice number as the payment reference. You can find this on your invoice. When making the transfer, you may receive an error message regarding the BIC number. This is due to the different use of different BIC directories by credit institutions. If this happens, simply carry out the transfer without specifying the BIC. If this is not possible, please use COBADEFF214 as the BIC. Alternatively, you can quickly and easily pay your bill via the payment page in your online customer account.

Title: Can I arrange for a direct debit to be taken again?

Content: A repeat direct debit can only be arranged by phone. If you have not received a letter from us regarding a repeat direct debit, you can transfer the outstanding amount to our bank account. Our bank details are as follows: Commerzbank AG IBAN: DE 08 2144 0045 0844 4432 00 BIC: COBADEFFXXX. Please always state your customer or invoice number as the payment reference. You can find this on your invoice. Alternatively, you can pay your bill quickly and easily via the payment page in your online customer account. Alternatively, you can contact our customer service. You can reach us Monday to Friday from 08:00 to 20:00 and Saturday to Sunday from 09:00 to 18:00 (emergency service is available at all times) at the fixed network price on 040 / 55 55 41 000. Please have your customer number ready so we can assist you directly.

Title: What is a direct debit or a chargeback?

Content: A direct debit is an automatic debit from your bank account by freenet. However, if, for example, your bank details have changed, the debit may fail. Your bank will then credit the amount back to your bank account. This process is also known as a direct debit return or chargeback. In this case, your invoice could not be paid. If you have noticed a chargeback on your bank statement, received a notification from your bank, or we have informed you of a failed direct debit, you should settle the outstanding invoice amount as soon as possible. [Click here](#) if you want to update your bank details.

Title: The direct debit could not be booked. What should I do?

Content: Please check the currency of your bank details and update them if necessary. You can make the changes free of charge in your online customer account. [Click here](#) to quickly update your bank details.

Title: What is a disconnection notice?

Content: Have you received a disconnection notice? In this case, there are unpaid due invoices with freenet. Using the disconnection notice, you can see the day your expected disconnection will occur. To avoid this, we ask you to settle your outstanding invoice as soon as possible. You can view and pay your outstanding invoice amount here in your online customer account. You can also find information on how to pay your invoice in this article on invoice payment and in this article if you are unable to pay your current invoice. If you have any further questions, you can also contact customer service in writing using our contact form. Simply click on the "Contact us" button below.

Title: Why is my contract still blocked even though I have made a transfer?

Content: You have transferred all outstanding invoice amounts and your contract is still blocked? This can have the following reasons: Experience has shown that it can take up to four business days for your payment to be booked from the day of the transfer. If more than four working days have already passed, please check your transfer data. Make sure that your customer or invoice number is given in the

reference of your transfer. You can find this on your invoice. After your payment has been received, it takes up to 48 hours before you can use the services again. For mobile phone contracts, a restart of the phone may be necessary after activation. For this, turn off your phone and turn it on again after a short time. Still unable to use the services? Please feel free to call us and have your complete transfer data ready so that we can check your payment receipt. Customer hotline: 040 / 55 55 41 000 We are available for you Mon-Fri from 08:00-20:00 and Sat-Sun from 09:00-18:00 (emergency service is available at any time). Alternatively, you can contact customer service in writing using our contact form. Simply click on the "Contact us" button below.

Title: My phone is locked. What can I do?

Content: Was the last charge unsuccessful or were you unable to pay the bill on time?

Please note: A payment delay can result in your connection being blocked. In such a case, you will not be able to use mobile services until further notice. Once the outstanding amount is fully received by us, the block will be automatically lifted. You can also find information on how to pay your bill in this post on bill payment and in this post if you are unable to pay your current bill. Note: It may be necessary to restart your phone after the block is lifted. To do this, simply turn off your device and turn it back on after a short time. If you have any questions, you can also contact customer service in writing via our contact form. Simply click on the "Contact" button below.

Title: Why does the amount on my bill not match the amount debited from my account?

Content: Due to account movements (e.g. receipt of payment, payout of credit, etc.) after the invoice date, there may be differences between the amount to be paid on the bill and the debited amount. This may have other reasons, for example, the following: If the debit amount is higher than the invoice amount, a previous bill or part of it may not have been fully paid. If the debit amount is lower than the invoice amount, the cause may be a credit note or a credit from a previous bill. If this results in a credit, it will be offset against the subsequent bill. However, it is not visible on the bill itself. You can trace the difference amount debited by checking your account statement. If you pay by bank transfer, we ask that you simply deduct the remaining credit from the subsequent bill and only transfer the difference.

Title: Can I pay my bill in installments?

Content: Did your bill come unexpectedly high? To arrange for installment payments, please contact us by phone. We are happy to help. In any case, we need a valid bank account for a successful installment payment. You can reach us Monday to Friday from 08:00 to 20:00 and Saturday to Sunday from 09:00 to 18:00 (emergency service is available at all times). Customer hotline: 040/55 55 41 000.

Title: I want my connection data to be deleted immediately after billing or for the storage period to be changed. How can I make such a change?

Content: Of course, you can decide for yourself how long your connection data is stored with us. If you want to change the storage period, you can easily do so through our customer service. Simply send us a signed order by mail. The address is: freenet DLS GmbH, Customer Service, 99076 Erfurt Customer Service 99076 Erfurt We charge for the change in storage period via our customer service according to our "Prices and Services" overview. Do you want to initiate immediate deletion of your data? Please note that in this case, the proof of the data will be lost for freenet. This also applies if you should object to the amount of the bill within the objection period.

Title: Can I receive my bills by post while I am abroad?

Content: Yes, within Europe it is possible to receive your bills by post. However, we recommend using our online billing service instead. This way, you can access all costs worldwide for free and keep an eye on them. You can find your online invoices under "My Bills" in your online customer account. If you have any questions, you can also contact customer service in writing via our contact form. Simply click on the "Contact Us" button below.

Title: Can I get a copy of my bill?

Content: You can find all of your bills for the last 36 months in PDF and CSV format in your online customer account. You can print them out whenever you need them. In addition, you can also find tariff information in the freenet mobile app under "Tariff." To download it, go to freenet-mobilfunk.de/kundenapp.

Title: I want my bill to be sent to a different address, not my home address.

Content: To add a different billing address to your customer account, simply click [here](#).

Title: Can I get a copy of the itemized bill?

Content: If you use online billing, you can download the itemized bills of your mobile phone bills for the last 6 months in PDF format for free in your online customer account. After logging in, you can directly access your online bill and the itemized bills. Retrieving older itemized bills is not possible due to data protection regulations. Note: If you have objected to the creation of an itemized bill or the storage of your connection data, you cannot retrieve the connection data.

Title: I want to receive my bill without or with the itemized bill in the future. What do I need to do?

Content: Please send us the order to change the itemized bill (EVN) via the contact form. Simply click on the "Contact Us" button below. Note that proof of the connection services provided by freenet in the future is no longer required if you request the deletion of the itemized bill, even in the case of objections to the bill. If you want to receive the itemized bill again, you can also undo the change. To do this, also use our contact form by clicking on the button below.

Title: What is behind the current warnings about fraudulent SMS messages?

Content: Since the end of January, various SMS messages have been circulating in Germany that seem harmless at first glance, for example, indicating the shipment of a package and calling for an activity or verification. The texts contained in the SMS messages change constantly. The link contained in the SMS message should not be clicked under any circumstances! When the link is opened, the message appears that a new Google Chrome browser version is available for download. This is followed by the download of an APK file that can be installed as an app on Android devices and requires various permissions for installation. After successful infection, the malware has access to contacts, files, and information about the device, such as the mobile number. After installation, SMS messages are sent to the contacts stored in the device's address book. These SMS messages contain the same text and link to the malware. What else the malware does is not yet fully known. By accessing various functions of mobile devices, attackers could, for example, send premium SMS messages or access sensitive data such as mobile TANs. Remote control of devices as part of a botnet is also conceivable. You can find out how to recognize that your smartphone is infected with malware [here](#). You can find out how to remove malware from your smartphone [here](#). You can find out how to prevent malware on your smartphone [here](#).

Title: I want to receive my bill in the future without or with itemized call detail records again. What do I need to do?

Content: Please send us the request to change the itemized call detail records (ICDR) via the contact form. Simply click on the button "Contact us" below to do so. Note that if you request the deletion of the itemized call detail records, there will no longer be an obligation to provide proof for the connection services provided by freenet in the future, even if you have objections to the bill. If you want to receive the itemized call detail records again, you can also undo the change. To do so, please also use our contact form by clicking on the button below.

Title: How can I tell if my smartphone is infected with malware?

Content: An infected phone may send SMS messages to the contacts stored in its address book. If you notice SMS messages being sent from your smartphone that you did not initiate, you should immediately switch your phone to airplane mode to stop further SMS transmission. To ensure that all components of the malware are removed, the device must then be reset to its factory settings. If the link in the SMS message was not opened, no infection could have occurred. In this case, the SMS message can be deleted, and the device does not need to be reset! Find out how to prevent malware on your smartphone [here](#). Find out how to remove malware from your smartphone [here](#).

Title: How can I prevent malware on my smartphone?

Content: It is important to only click links from trusted senders. Unfortunately, it is not always easy to know which senders you can trust. This is where special protection

programs such as Kaspersky Internet Security for Android can help. More information can be found [here](#). Find out how to tell if your smartphone is infected with malware [here](#). Find out how to remove malware from your smartphone [here](#).

Title: How can I remove malware from my smartphone?

Content: To thoroughly remove malware from your smartphone, we strongly recommend that you reset it to its factory settings. Please follow these steps: First, switch your smartphone to airplane mode to prevent the transmission of SMS and data. Then reset your device to its factory settings by going to Settings → Reset options → Erase all data (Factory reset). If you are unable to open the settings on your smartphone, please try to reset the device using the power button and volume buttons. Information on loading factory settings can be found at <https://support.google.com/android/answer/6088915?hl=en>. It is possible that your personal data may have been spied on. For this reason, we recommend that you change all passwords. Additionally, we recommend that you check your smartphone for security using security software (such as Kaspersky). Do not install any software or applications outside of the Google Play Store. Finally, for security reasons, we recommend disabling the ability to install apps from unknown sources in your settings. Further information on the procedure can be found on the website of the Federal Office for Information Security.

Title: What costs can I expect when making calls to or being in Ukraine?

Content: Currently, we offer our customers free calls and SMS from Germany to Ukraine, as well as from Ukraine to Germany. We kindly ask for your understanding that from July 15, 2022, the usual roaming fees will apply again. The fees depend on the network you use. Telekom and Vodafone: If you are in Ukraine, the following costs will apply: Incoming calls: €1.99/min Outgoing calls: €2.99/min Data usage: €0.79 per 50 KB Outgoing SMS: €0.69 per SMS For calls from Germany to Ukraine, €1.99/min will be charged if you are in Germany. For SMS from Germany to Ukraine, €0.39 per SMS will be charged. Telefónica: If you are in Ukraine, the following costs will apply: Incoming calls: €1.99/min Outgoing calls: €2.99/min Data usage: €0.59 per 50 KB Outgoing SMS: €0.69 per SMS For calls from Germany to Ukraine, €1.99/min will be charged if you are in Germany. For SMS from Germany to Ukraine, €0.39 per SMS will be charged. Deviations from these conditions may arise from tariff-included or booked options, as well as from special phone numbers.

Title: Where can I find a suitable mobile phone for myself?

Content: Are you thinking about buying a new device? You can find an overview of our current mobile phone and tablet offers [here](#). Alternatively, you can contact customer service in writing via our contact form. Simply click on the button "Contact us" below.

Title: Where can I see the offered mobile phones "live"?

Content: You can get a firsthand look at our mobile phones at our freenet shops. Here you can find a shop near you.

Title: My new mobile phone is defective. What do I do now?

Content: Please check your new mobile phone immediately for any damage after it has been delivered by the shipping service provider or handed over in the shop. If you notice any defects, please report them immediately to the technical customer service. Important note: A new part defect exists if the defect occurs immediately during or after the first use or when opening the box (display defect, missing accessories, etc.). If you have any questions, you can also contact customer service in writing via our contact form. Simply click on the button "Contact us" below.

Title: My phone is defective, but still under warranty. What do I need to do?

Content: Please contact a stationary freenet shop or our customer service. Our customer advisors will arrange for the repair of your device immediately. When making a repair request, please always provide us with the device type (e.g. Samsung Galaxy S21, Sony Xperia 5 III or similar), the IMEI number, the exact problem, and your mobile phone number. You can obtain the IMEI number by entering *#06# in the phone mode of your phone. You can also find it on the freenet delivery note. If you have any further questions, you can also contact customer service in writing via our contact form. Simply click on the "Contact" button below. By the way, the IMEI number is a 15-digit number code that is unique and identifies your phone clearly. If you purchased your device from us without a contract, please contact the following hotline: 040/ 55 55 41 210 (Mon-Fri from 08:00-20:00 and Sat-Sun from 09:00-18:00 (blocking service is available at all times)). If you purchased your device with a mobile phone contract from us, please contact the following hotline: 040/ 55 55 41 000 (Mon-Fri from 08:00-20:00 and Sat-Sun from 09:00-18:00 (blocking service is available at all times)).

Title: Where can I get a warranty receipt for my phone?

Content: If you obtained the phone via the logistics of freenet DLS GmbH, Customer Service, 99076 Erfurt, we will be happy to provide you with a delivery note copy for a processing fee. If the delivery was made through another dealer, please contact the responsible seller to obtain a delivery note copy. You can find the contact details in your contract documents.

Title: How long does it take to repair my defective phone?

Content: The duration of the repair depends on the present defect and takes about 2-4 weeks. If the device needs to be sent to the manufacturer, the repair may be delayed. You can always check the repair status of your phone via the online portal of our repair partner. If you have any further questions, you can also contact customer service in writing via our contact form. Simply click on the "Contact" button below.

Title: Will I receive a replacement device during the repair period?

Content: If you bring your defective phone to one of our freenet shops, you can receive a free rental device on site, depending on availability. Please note that providing a replacement device is a voluntary service of the respective shop and is not mandatory. **Tip:** When you book the digital service package from freenet, you will receive a free rental device through our customer service, along with other service offerings. The ServicePlus option costs only €2.99 per month and has a contract period of 12 months. Simply order the service package by calling the toll-free number 0800/25 02 500 (Mon-Fri 08:00-20:00 and Sat-Sun 09:00-17:30).

Title: I lost my phone or it was stolen. What should I do?

Content: If you have previously activated the "Find my iPhone" or "Google Find Your Phone" feature for your Android or iOS phone, you can locate and lock it remotely. To protect your line immediately from unauthorized use and thus avoid high costs, we recommend that you block your SIM card. You can quickly do this through your online customer account. The card lock on customer request costs a one-time fee of €14.95 (incl. VAT). **Note:** If you use a TwinCard or multiple SIM card, all SIM cards for your line will be automatically locked. Additionally, we recommend that you change your passwords to prevent access to your Google or iCloud account. Also, consider your social media accounts and passwords stored on websites in your mobile browser. If you have any questions, you can also contact customer service in writing via our contact form. Simply click on the "Contact Us" button below.

Title: I want to insure my new phone. Where can I do that?

Content: freenet is an official partner of WERTGARANTIE, the fair provider of various insurance policies. With a mobile phone insurance from WERTGARANTIE, your phone or tablet is optimally protected against damage. The insurance package covers numerous defects such as water damage, damage to electronics or the battery, and even theft, protecting you from high repair costs. You can add a protection package for your phone when purchasing a new one, or simply order it here. Alternatively, you can contact customer service in writing via our contact form. Simply click on the "Contact Us" button below.

Title: How can I disable internet access on my phone?

Content: Do you want to use your phone offline? No problem. You can easily disable the mobile data connection. **Android:** Simply pull down the shortcut bar from the top of the screen and then click on the "Mobile Data" symbol in the overview. **iPhone:** Open the "Settings" app on your iPhone and select the "Mobile Data" menu item. Here, you can deactivate "Mobile Data" at the top.

Title: How can I block a phone number?

Content: **Android:** If you want to block calls from a specific phone number, you can set up the block easily through the "Call List" menu on your phone. Just enter the phone number you want to block in the "Settings" section of your phone contacts. You can find a detailed explanation of the topic of number blocking in the user

manual of your phone. Apple: If you want to block a contact, you can do so through the "Phone" menu in the settings. You can find a detailed explanation of the topic of number blocking in the user manual of your phone.

Title: I have a new mobile phone and need help with the initial setup.

Content: With our setup service, we set up your new mobile phone according to your preferences. You can have the initial setup done at one of our freenet shops. Detailed information can be found here. Give it a try.

Title: I cannot send SMS. Why not?

Content: To ensure that sending SMS messages works smoothly, an SMS center number must be stored. After logging into your online customer account, you can go directly to your rate data sheet here. Please save the stored SMS center number under "Settings" on your mobile phone.

Title: I cannot send SMS to or in foreign countries. What is the reason?

Content: If you want to send SMS messages to foreign mobile networks or abroad, you should consider the following: Avoid SMS messages that exceed a length of 160 characters. Check which SMS center number is stored. The Cyrillic and Greek character sets are generally not supported. Avoid SMS with graphics such as emojis. Only send text messages (no MMS). The recipient's phone number must have the appropriate country code. Do you have any further questions? Then please contact our customer service. Customer hotline: 040 / 55 55 41 111 Opening hours: Mon.-Fri. from 08:00-20:00 and Sat.-Sun. 09:00-18:00 (blocking service is available at any time).

Title: I have a new mobile phone. How can I transfer my data from my previous phone?

Content: With modern mobile phones, you can easily save your data online and transfer it to your new device. Your data will be stored, for example, in your Google account (Android) or iCloud (iOS). In addition, you can find apps such as "Smart Switch" or "Move to iOS" in the respective app stores, which allow you to easily transfer the data to your new mobile phone. Some mobile phone manufacturers have also developed their own PC programs, which also make data transfer very easy. When you connect your mobile phone to your PC, you will be asked directly whether you want to install the program. We ask for your understanding that, given the variety of mobile phones, we can only provide general information. You can find detailed information on how to save your data online in the user manual of your new mobile phone.

Title: Why can't I send MMS in the Vodafone network anymore?

Content: After 20 years, it is time for change. With the introduction of data flat rates, smartphones, and messenger services, sending pictures has become increasingly easier over time. In the course of this, the use of the MMS service has significantly decreased. For this reason, the network operator Vodafone has decided to

discontinue the MMS service as of January 17, 2023. From this day on, you will no longer be able to send or receive MMS messages with all your mobile phone contracts on the Vodafone network. To continue sending pictures, videos, or files in the future, we recommend using the RCS service or iMessage. Of course, you can also use messenger services such as WhatsApp, Facebook Messenger, Signal, or Telegram. If someone from another network tries to send you an MMS, you will receive an SMS with a link to retrieve the MMS. Please only click on the link if you know the sender. Do you have any further questions? Then please contact our customer service via our contact form. Simply click on the "Contact us" button below.

Title: How do I set up call forwarding or disable call forwarding?

Content: You can set up call forwarding using so-called GSM codes and deactivate it. These are control commands that consist of digits, double hashes, and stars. Simply type these codes into the dial field of your phone. You can set up call forwarding with the following commands: Call forwarding should take effect immediately after the caller has dialed the respective phone number: *21 destination number # call button Call forwarding should take effect if the number is not reachable: *62 destination number # call button Call forwarding should take effect after a certain number of seconds (in increments of 5 seconds from 5 to 30 seconds possible): *61 destination number ** time # call button Call forwarding should take effect if the line is busy: *67 destination number # call button Deactivate call forwarding: ##002# call button ##004# call button

Title: How can I set up or disable my mailbox?

Content: You can set up or disable your mailbox using key combinations or through the settings on your phone. Set up using key combinations: You can activate your mailbox directly with the network operator. Please use the following key combinations: Telekom: **623311# Vodafone: 5500271# Telefónica: **004333# After entering the key combination, you must tap the green receiver to make a call. The mailbox is then activated. Deactivation using key combinations: To deactivate your mailbox, please use the following key combinations: Telekom: ##002# Vodafone: 5500272# Telefónica: ##002# After entering the key combination, simply tap the green receiver to make a call. The mailbox is then deactivated. Activation/deactivation through the phone settings: Information on how to set up or deactivate your mailbox using the settings can be found in the operating manual for your phone. If you have any questions, you can also contact customer service in writing through our contact form. Simply click on the "Contact" button below.

Title: How do I access my mailbox?

Content: You can access your mailbox from your own phone using the following short codes: Telefónica: 333 Vodafone: 5500 Telekom: 3311 You can access your mailbox from another phone or landline using the following inputs: Telekom: +49 – your area code – 13 – your phone number Vodafone: +49 – your area code – 55 – your phone number Telefónica: +49 – your area code – 33 – your phone number

Title: Why do I need to enter a PIN to access my mailbox?

Content: To protect your mailbox from misuse by third parties, the so-called mailbox PIN must be entered when accessing it from abroad or from another line. This is a secret code. If you call your mailbox and use the Telekom network, you have the option of receiving the mailbox PIN via SMS as part of the voice announcement. With Vodafone, it is preset to "9999," and in the o2 network, it is preset to "0000."

Title: Am I affected by a network disruption?

Content: Do you suspect that you are affected by a disruption in the mobile network? In this case, try the following first: Turn on and off airplane mode. Turn off and on your Wi-Fi connection. Turn on your mobile data. Check if you have used up your monthly data volume (in your online account or on the homepage of the freenet mobile app). Restart your phone. Have the above suggestions not resolved the issue? Then, the disruption may be related to a defect in your phone itself or with your SIM card. To rule this out, simply insert your SIM card into another phone. If the disruption persists after the swap, the problem is likely caused by your SIM card. You can quickly and easily order a replacement card through your online customer account here. Delivery usually takes about 2-3 working days. If none of the above suggestions have helped, please contact our telephone customer service. You can reach us at 040 / 55 55 41 000 (Mon-Fri from 08:00-20:00 and Sat-Sun 09:00-18:00 (emergency service is available at any time)).

Title: How do I install my eSIM profile on my smartwatch?

Content: The installation of the eSIM profile can only be done through the respective app for your smartwatch. After opening the app on your phone, simply follow the instructions to install your eSIM profile. If you have any questions, you can also contact customer service in writing via our contact form. Simply click on the "Contact us" button below.

Title: On which devices can I use an eSIM?

Content: An eSIM is an electronic SIM card - a chip - that is already built into a phone and must be activated by your mobile phone provider. The use of an eSIM is currently possible with the following devices: eSIM as a primary or secondary card: iPhone 11 / 11 Pro / 11 Pro Max iPhone 12 / 12 Pro / 12 Pro Max / 12 Mini iPhone XS / XS Max iPhone XR iPhone SE (2nd Gen / 2020) iPad Pro 2018 (11 and 12.9 inches) iPad Air iPad mini (2019) Google Pixel 3 (XL) Google Pixel 3a (XL) Samsung Galaxy Fold (LTE) Samsung S20 / S20 Ultra 5G / S20 Plus eSIM as a secondary card: Apple Watch from version 3 (Vodafone: only in conjunction with iPhone with iOS version 12.2 or later) Huawei Watch 2 Samsung Gear S2 3G Smartwatch Samsung Galaxy Watch LTE

Title: What do I do if I accidentally deleted my eSIM profile?

Content: If you have a contract on the Vodafone network, you can use your activation code and the corresponding ePIN multiple times to easily download your eSIM

profile again. With a contract from Telekom, you need a new activation code. For more information, please [click here](#). If you have any questions, you can also contact customer service in writing via our [contact form](#). Simply click on the "Contact us" button below.

Title: Can I permanently remove my eSIM profile from my phone?

Content: You can permanently delete the eSIM profile in the device settings of your phone. For more information on how to delete the profile, refer to your device's user manual. Note: You will need an internet connection, such as Wi-Fi, to completely delete your eSIM profile.

Title: Can I switch from eSIM to a physical SIM card when changing devices?

Content: You can switch from eSIM to a regular SIM card. [Order it right here](#). If you want to use eSIM again at a later time, we will be happy to exchange your SIM card for an eSIM profile.

Title: Can I reuse my activation code to connect my eSIM to a new device?

Content: Not every contract allows you to reuse the activation code for your eSIM. With a Telekom contract, you will need a new activation code. You can conveniently [order it here](#). In the Vodafone network, however, you can reuse the activation code. First, delete your profile completely from your previous device. After that, you can use the code and the associated ePIN on your new device. If you have any questions, you can also contact customer service in writing using our [contact form](#). Simply click on the "Contact" button below.

Title: What do I need to consider when selling or giving away my eSIM device?

Content: If you want to sell or give away your phone with eSIM, make sure you have completely deleted your eSIM profile from your device. If the profile is still active, a third party may continue to use your tariff and you will then have to pay the bill. Refer to your device's user manual for instructions on deleting the eSIM profile.

Title: How do I order an eSIM?

Content: You can order an eSIM just like a regular SIM card. If you need a replacement card in eSIM format because you want to switch from a physical SIM card to an eSIM, you can [order it here](#). Make sure to select the "eSIM" format. If you need an additional SIM card in eSIM format, such as for an Apple Watch, you can [order a multiple SIM card here](#). Again, make sure to select the "eSIM" card format.

Title: When do I need a new SIM card? Content: There are various reasons why you might need to replace your SIM card: your SIM card is defective, stolen or lost, you have an old SIM card that doesn't support UMTS or LTE and you want to surf at high speed in the future, or you are using a different phone and need a SIM card in a different card format (standard, micro, nano). Tip: If you suspect a defect in your SIM card, we recommend testing the SIM card in another phone first and checking your phone with a different SIM card as well. This way, you can determine whether your

SIM card is really defective or if the problem lies with your phone. You can order a new SIM card here through your online customer account. Alternatively, you can contact customer service in writing through our contact form. Simply click on the "Contact us" button below.

Title: How do I get a replacement card?

Content: You can request a replacement card here. The delivery of the new SIM card takes about 2-3 business days. You can check the current status of your order in your online customer account. Alternatively, you can contact customer service in writing through our contact form. Simply click on the "Contact us" button below.

Title: How long does it take to receive a replacement card?

Content: Delivery of your SIM card typically takes about 2-3 business days. You can check the current status of your order in your online customer account.

Title: How do I activate my replacement card?

Content: You can activate your new replacement card here through your online customer account. Activation is usually completed within the next 2-3 hours, so you can start using your plan again quickly.

Title: Will my phone number change when I replace my SIM card?

Content: No, your existing phone number will remain the same when you replace your SIM card.

Title: How do I get a multi-SIM card?

Content: With most phone contracts, it's possible to use a multi-SIM card. You can easily order such a multi-SIM here via your online account. Unfortunately, ordering a multi-SIM is not possible with a data-only contract. More information about multi-SIM can be found here. Alternatively, you can contact customer service in writing via our contact form. Simply click on the "Get in touch" button below.

Title: Where can I find the calculation for my multi-SIM?

Content: The one-time fee for the multi-SIM is listed in your bill under basic services. More information on "multi-SIM" can be found here.

Title: Can I change my PIN?

Content: Yes, you can change the PIN of your SIM card yourself. Simply enter the following key code on your phone's keypad: **04*old PIN*new PIN*new PIN# call button

Title: I forgot my PIN. What can I do?

Content: You can find the 8-digit PUK or SuperPIN either in the letter that you received together with your SIM card or on the back of the SIM card carrier from which you removed the SIM card. Alternatively, you can request a PUK determination

here. The cost for this is 14.95 €. Note: After entering the SuperPIN / PUK, a freely selectable new PIN must be assigned.

Title: I entered my PIN incorrectly three times and now need a PUK or SuperPIN. What's the best way to proceed?

Content: You can find the 8-digit PUK or SuperPIN either in the letter that you received together with your SIM card or on the back of the SIM card carrier from which you removed the SIM card. Alternatively, you can request the PUK determination here in your online account. There is a one-time fee of 14.95 € for this. Note: After entering the SuperPIN / PUK, a freely selectable new PIN must be assigned.

Title: How do I activate my new SIM card?

Content: If you have signed a new contract with us, you will receive an already activated SIM card from us. If you have received a replacement card from us, you can activate it here.

Title: How long does it take to activate the card?

Content: Card activation takes a maximum of 2-3 hours. You can perform a test after just 30 minutes. To do this, turn off your phone completely and then turn it back on (entering the PIN). Note: If you have signed a new contract with us, you will receive an already activated SIM card from us. If you have received a replacement card from us, you can activate your card here.

Title: Can I change my phone number during the contract period?

Content: Yes, it is possible to change your phone number during your contract period. The cost for changing your phone number is a one-time fee of €34.95. Simply apply for the phone number change through our contact form, which can be found further down under "Get in touch". Alternatively, contact our customer service hotline. Customer hotline: 040/555541000 Opening hours: Mon-Fri from 08:00-20:00 and Sat-Sun from 09:00-18:00 (emergency service available at all times)

Title: How can I block or unblock my SIM card?

Content: If you have lost your SIM card or it has been stolen, you can easily block it here in your online customer account. Our phone blocking service is also available 24/7. You can find the service number below. The cost for blocking the card upon customer request is a one-time fee of €14.95 (including VAT). If you use a multiple-SIM card (such as a twin card or multi-card), all SIM cards belonging to your phone number will be automatically blocked. More information on multiple-SIM cards can be found here. If your SIM card is blocked without your request, this may be due to payment delays or abusive activities by third parties. In this case, please contact our customer service hotline. Customer hotline: 040/555541000 Opening hours: Mon-Fri from 08:00-20:00 and Sat-Sun from 09:00-18:00 (emergency service available at all times)

Title: Can I switch networks?

Content: With us, you have a free choice: we offer tariffs in the networks of Telekom, Vodafone, and o2. In individual cases and subject to successful verification, you can also switch networks. You can switch networks once within 24 months. Your contract will be extended by another 24 months when you switch networks. Switching networks is only possible in selected tariffs. There is a cost of €29.95 for switching networks. It is not possible to switch networks within the first 2 weeks after the start of the contract, within the first 6 months after a contract extension for contracts with a one-month term for data tariffs and multiple-SIM cards, or if you have already requested a phone number transfer to another provider. If you wish to switch networks, our staff at the nearest shop or at 040/555541111 (Mon-Fri from 08:00-20:00 and Sat-Sun from 09:00-18:00 (emergency service available at all times)) will be happy to assist you.

Title: How does changing the network work?

Content: If you meet the requirements, you can request a network change at the nearest shop or by phone at 040 / 55 55 41 111 (Mon-Fri from 08:00-20:00 and Sat-Sun from 09:00-18:00 (blocking service available at any time)). There is a one-time fee of €29.95 for this service. It is important to note that your contract will be extended by 24 months with the network change. Depending on the circumstances, it may be necessary to switch to predetermined tariffs and existing tariff discounts may be lost. You will not receive a new smartphone or loyalty credit when changing networks. You will receive a new SIM card and your current phone number will remain the same. If you use freenet cloud, your online storage will be completely erased during the transition and you will receive a registration link for the new cloud access via SMS after the network change. Please backup your data before making the switch.

Title: What does Digital Lifestyle mean?

Content: Digital life simplifies our everyday life in many ways. At freenet, you will find a wide range of Digital Lifestyle products in the areas of security, health, smart home, and entertainment. You can easily add these products to a separate contract. Ordering Digital Lifestyle products is possible here, even without a freenet mobile phone contract.

Title: Which Digital Lifestyle products/apps are offered by freenet?

Content: At freenet, a variety of products and apps from the digital world are available, such as music, gaming, smart home, and security. An overview of the current offer can be found here. Alternatively, you can contact customer service in writing via our contact form. Simply click on the button "Contact us" below.

Title: Where can I find information about freenet VIDEO?

Content: Would you like to learn more about freenet VIDEO? An overview of the online video library from freenet can be found here.

Title: Where can I find information about freenet TV?

Content: Do you want to enjoy brilliant HD television? Then freenet TV is the right choice. All information can be found here. Alternatively, you can contact customer service in writing via our contact form. Simply click on the button "Contact us" below.

Title: In which countries can I use my tariff at the same prices as in Germany?

Content: Thanks to EU roaming, you can make calls and send text messages in your home network during occasional stays in the EU without having to pay additional fees. In addition, you can also use your data volume in the EU without incurring additional costs. The EU roaming regulations, which have been in effect since 2017, apply to 27 countries in the European Union: Belgium, Bulgaria, Denmark, Germany, Estonia, Finland, France, Greece, Ireland, Italy, Croatia, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Austria, Poland, Portugal, Romania, Sweden, Slovakia, Slovenia, Spain, the Czech Republic, Hungary, and the Republic of Cyprus. In addition, the regulations also apply in Iceland, Liechtenstein, the United Kingdom, and Norway.

Note: Different regulations apply to calls to other European countries, even if you are in that country, so there may be charges for mobile phone usage. Special regulations apply to Switzerland: Roaming fees depend on the respective tariff. You can find more information in your contract details. Alternatively, you can contact our customer service by phone: Customer hotline: 040 / 55 55 41 200 Opening hours: Mon-Fri from 08:00-20:00 and Sat-Sun from 09:00-18:00 (blocking service available at any time)

Title: Are certain settings required on my phone to use my domestic tariff while in the EU?

Content: To use your domestic tariff while in the EU, you need to activate the roaming function in the settings of your device. If you still have difficulties using mobile data in the EU despite having activated the function, restart your phone and perform a manual network search if necessary. Please note that if you have a new contract, it will initially be blocked for roaming connections. The block is automatically lifted after payment of the first bill.

Title: Do the roaming regulations also apply on ships and airplanes?

Content: As long as you are within a network in the European Union, the conditions of your domestic tariff or your booked roaming tariff generally apply. However, if you make phone calls, for example, via a ship network or from an airplane (usually via satellite), significantly higher fees may apply. For example, a two-minute phone call can cost between 3.28 and 13.10 euros, an SMS between 0.37 and 2.74 euros, and one megabyte of data volume between 5.99 and 25 euros. Tip: If you want to use the services of the ship's network operator or the airline, it is best to contact the cruise ship company or the airline or a travel agency before the trip to find out the respective prices. It is cheaper to make phone calls and surf only when the ship is in port or when you are still or again at the airport. Then you can also use foreign mobile phone providers, for whom significantly cheaper roaming fees apply. If you

have any further questions, you can also contact customer service in writing via our contact form. Simply click on the button "Contact us" below.

Title: What happens if the data roaming volume in my tariff is used up?

Content: The throttling, including the corresponding messages, is the same in the EU as it is domestically. Depending on the contract, you can also add a new surf package while in the EU – of course, at the same prices as at home. Tip: With our freenet hotspot flat, you can access around 50 million hotspots in 120 countries worldwide. This way you save your data volume.

Title: How is a call from a visited EU country to a third EU country billed?

Content: The Roaming Regulation regulates EU-wide roaming. This means that calls from the EU while in another EU member state, e.g., from Spain to the Netherlands, with a German mobile phone contract cost the same as calls within Germany.

Title: Can my mobile phone provider restrict the use of roaming to the conditions of my home tariff, and can the mobile phone provider charge surcharges?

Content: Yes, if your domestic tariff is restricted, this restriction also applies to roaming use in accordance with domestic conditions. The Roaming Regulation provides that you can use your tariff at domestic conditions during temporary trips in the EU. To regulate use during temporary stays abroad, the so-called fair use policy applies. This states that surcharges may be levied, particularly in the following cases: The customer has not provided proof of his or her usual place of residence or stable ties to the Federal Republic of Germany, even after being requested to do so by the mobile phone provider. The customer spends an excessively long time abroad in European countries or uses his or her mobile phone services predominantly in European countries and does not cease this abusive use even after a corresponding notice from the mobile phone provider. The data roaming volume, which is defined in accordance with the EU Regulation (see Section 3a of the Fair Use Policy), has been used up.

Title: What does it cost to call abroad?

Content: Generally, calls to foreign countries are subject to charges and not included in your mobile phone contract unless you have booked an international option. You can find all prices and conditions for calls to foreign countries here.

Title: What international options can I book?

Content: By adding certain international options, you can also surf the internet cheaply and easily while traveling abroad. After logging into your online account, you can access an overview of all the international options available to you here.

Title: How much does calling and using the internet abroad cost me?

Content: The costs for calling and surfing the internet abroad depend on the country you are in and the international option you have booked. Within the EU, you can use

your tariff on temporary trips under the same conditions as in Germany. For certain special and service numbers, higher prices may apply than for domestic use. You can find all the information about this here. Please note: Switzerland is not part of the EU. In the UK, the rules have not changed even after Brexit, and you have the same conditions as in the EU. You can find more information and prices for calling and surfing the internet in all other countries here. You can also find additional roaming options that you can book here. If you have any questions, you can also contact customer service in writing using our contact form. Simply click on the "Contact" button below.

Title: How much does it cost to use my contract abroad?

Content: The costs for calling and surfing the internet abroad depend on the country you are in and the international option you have booked. You can find a price overview here.

Title: How can I turn off data roaming on my mobile phone?

Content: To deactivate data roaming on your mobile phone, you must make the following settings before you travel: turn off data roaming on your phone, turn off mobile data on your phone, and turn off LTE or 4G on your phone. You can still surf for free using Wi-Fi (in hotels, cafes, etc.) with these settings. Tip: With our freenet Hotspot Flat, you can access around 50 million hotspots in 120 countries worldwide. This way, you can save your data volume. If you want to completely block the use of data or phone calls while abroad (e.g., because your child is using the device), please contact customer service using our contact form. Simply click on the "Contact" button below. Please also indicate whether you want to block incoming and outgoing calls and SMS and/or mobile data while abroad. The block can then only be lifted by customer service.

Title: How do I avoid additional costs in non-EU countries? Content: If you travel to areas outside the EU (note: this includes Switzerland), please switch off mobile data completely. Note: LTE-enabled devices may still briefly connect to the local LTE network for network queries, resulting in minor data transfers. This so-called "ghost roaming" can occur multiple times a day and lead to high costs. To prevent this, you have several options: put your device in airplane mode during your entire stay. A Wi-Fi connection can still be established. Set the network mode on your device from 5G or 4G (LTE) to 3G (UMTS). This will allow you to continue making calls, but mobile data must be additionally disabled.

Title: How do I avoid additional costs near borders?

Content: If you are near a border (especially of a country that is not an EU member) or on board a ship/plane, your mobile connection may already have connected to the network of the neighboring country or a satellite network. In this case, the prices for international use (roaming) or satellite roaming apply. You can recognize which network you are currently connected to by the logo and name displayed on your

phone's screen. To avoid foreign costs in Germany or higher costs, simply turn off automatic network selection and manually select the mobile network.

Title: What do phone calls and mobile internet cost on cruise ships?

Content: If you want to make calls or surf while on a cruise away from mobile networks on land, you can expect significant additional costs. The fees for using your phone via satellite at sea vary greatly. For example, a two-minute phone call can cost between 3.28 and 13.10 euros, an SMS between 0.37 and 2.74 euros, and one megabyte of data can cost between 5.99 and 25 euros. Tip: If you want to use the services of the ship's network operator on the cruise ship, contact the ship's company or a travel agency before your trip to find out the respective prices. It is cheaper to make calls and surf when the ship is in port. Then you can also use foreign mobile networks, which have significantly lower roaming fees on land. It is best to deactivate automatic app updates for the duration of your vacation so that no additional costs arise from downloads. To prevent your email accounts from being updated regularly, it is best to activate airplane mode when you do not need your phone.

Title: How do I activate my prepaid card?

Content: You can easily activate your SIM card yourself here. After entering your personal data, your identity will be verified via webcam. This ensures that no third party misuses your data. Please have an identity document (such as your ID card) ready for this purpose. In order for the identification to be successful, a device with a webcam is required. You also need a valid email address for activation. Alternatively, you can activate your SIM card in any freenet shop. Here you will find a shop near you. Or you can contact customer service in writing via our contact form. Simply click on the "contact us" button below.

Title: I lost or my prepaid card was stolen. What should I do now?

Content: If you have activated the "Find my iPhone" or "Find my device" function for your Android or iOS phone, you can locate and lock it remotely to protect your personal data. You can also lock your SIM card in your online customer account and order a replacement card directly from there. To lock your SIM card, you can also contact our customer service by phone. Phone blocking service: 040 / 55 55 41 200 (available around the clock).

Title: I gave away my prepaid card. What should I do?

Content: Have you given your prepaid card to someone else? It's best to do this formally by submitting a so-called takeover application. Simply send us the completed application via our contact form. You can find the form below under "Get in touch". You can find the takeover form here.

Title: My prepaid card is not working anymore. What could be the reason?

Content: If your prepaid card was already active and suddenly stops working, there may be different reasons for this. First, try restarting your device to see if that solves

the problem. If the card still doesn't work, it may be that the last top-up was too long ago. You can find more information on this [here](#). If this doesn't help either, please contact our customer service in writing via our contact form. To do this, simply click on the "Get in touch" button below.

Title: Can I transfer my prepaid number to another provider?

Content: Do you want to switch providers and take your prepaid number with you?

No problem. All you need to do is cancel your existing prepaid contract. Simply use the contact form and indicate that you want to cancel and release your number for porting. You can find the contact form below under "Get in touch". Once you have received a confirmation of cancellation from us, you can switch to the new provider.

Title: How can I top up the balance on my prepaid account? Content: You have two options to top up your prepaid account balance.

1. With the freenet top-up service: Your prepaid starter kit comes with an application for the various freenet top-up services. You can also download the application [here](#). Select the service that suits you best, and send the fully completed and signed application to us online via our contact form. The form can be found below under "contact us". After processing your application, you can choose from the following three top-up options in your online customer account: direct top-up, monthly top-up, or top-up based on your balance. [Click here](#) for an overview of the various top-up options.
2. With a top-up card or voucher: You can also top up your prepaid card using top-up cards or vouchers, which are available in various top-up amounts at all freenet shops and nationwide at many gas stations, electronics stores, and kiosks. The cards or vouchers themselves also contain instructions to help you. To top up your account balance, you will need the top-up number, which you can find on your card or voucher. Then, depending on your network provider, you can top up your balance using the following key combinations: Telekom: * 101 * TOP-UP NUMBER # + green receiver button Vodafone: * 100 * TOP-UP NUMBER # + green receiver button Telefónica: * 103 * TOP-UP NUMBER # + green receiver button Alternatively, you can top up your prepaid account by calling the following short codes (depending on your tariff): Xtra / MagentaMobil: 2000 MagentaMobil: 2000 CallYa: 22922 o.tel.o: 12430 freenet Mobile: 5667
3. With PayPal: If you use PayPal as your payment service, you can select "Top up mobile phone credit" on the home page in the app or online service. Enter your prepaid phone number and follow the instructions. There, you can choose from different top-up amounts.
4. Through your bank: Many German banks offer the option of topping up your balance at ATMs or through online banking. For more information, please contact your bank.

Title: How can I check my current account balance?

Content: You can easily check your prepaid account balance. Simply enter the key combination * 100 # and then press the call button.

Title: How will the remaining balance on my prepaid card be paid out to me?

Content: Do you want to request a payout of your prepaid card's remaining balance? It's very easy: In our download center, you will find an application titled "Payment of remaining credit freenet DLS GmbH". Please send us this application fully completed and signed as a file attachment via our contact form. The form can be found below under "contact us". After that, the balance will be paid out. By submitting the form, the contract will also be terminated, and you will give up your phone number.

Title: At what intervals do I need to top up my prepaid balance to avoid deactivation of my card?

Content: To avoid deactivation of your prepaid card, you need to top it up at regular intervals. These intervals depend on the network provider. You will receive an SMS notification before deactivation with instructions to top up. For Telekom: from the time of top-up, you have 15 months to top up your balance again. The time period is independent of the amount you top up. For Vodafone: the time period depends on the amount you top up. If you top up €15 to your balance, you have 9 months to top up your balance again. From €25 and above, you have 12 months to top up. If your card has already been deactivated, please contact customer service in writing through our contact form to reactivate your card. Simply click on the "Contact" button below.

Title: How do I switch my prepaid plan?

Content: If you have a Vodafone CallYa plan, you can change your plan by calling the toll-free short number 22044. Simply follow the instructions provided in the hotline. If you have a Telekom prepaid plan, please contact customer service in writing through our contact form to request a plan change. Simply click on the "Contact" button below.

Title: What services are offered through the online customer account?

Content: Your online customer account provides you with the following services: change of address, change of bank details, setting up/changing contact or billing email address, changing bill delivery/notification, online mailbox, services related to your contract, view bills and itemized call statements, view cost check, order replacement SIM cards, order multiple SIM cards, PUK determination, book additional options, cancel additional options, carry out plan changes, carry out contract extensions, view order status, check order information, change settings for third-party providers, our service for your mobile phone, locate a shop (in case of necessary repairs), set up theft protection/SIM card lock, help with mobile phone usage (e.g. mailbox settings, caller ID, etc.), setup service for new mobile phones, mobile phone insurance, mobile phone buyback service.

Title: How do I register as a new customer for my online account?

Content: As a new customer, we have automatically pre-registered you for our online customer service. If you provided an email address at the time of contract conclusion, you will receive a message from us with the subject line "Use your benefits with the customer account from freenet!". Simply click on "Register now" in this email. Enter your desired password for your online account as well as your date of birth and then click "Set password". You have now set up your personal online account! If you did not provide an email address at the time of contract conclusion, you can find instructions for registration [here](#).

Title: Can I use the online customer service without my own email address?

Content: No, the use of online customer service is only possible if you register with a valid email address.

Title: Can I manage multiple contracts with one login?

Content: Yes. After registering with a valid email address, you can manage multiple contracts that are under the same customer number with one online customer account. If you have any questions, you can contact customer service through our contact form. Simply click on the "Contact" button below.

Title: Will it be possible to manage different customer numbers from different freenet brands under one online customer account in the future?

Content: No, this is unfortunately not possible due to system limitations.

Title: How can I add another contract to my online account? Content: If you are already a customer of ours and want to sign up for another contract, it will automatically be added to your online account. You can easily view this under "My contracts". The prerequisite is that the personal data (name, address and email address) of the new contract match the personal data of the existing contract. If you have any questions, you can contact customer service through our contact form. Simply click on the "Contact us" button below.

Title: How do I log out of my online customer account?

Content: If you want to log out of your online account using your PC or laptop, simply hover your mouse over your email address in the black bar at the top right. A new menu will appear, and at the bottom, you will find a green button labeled "Log out" that you simply need to click. If you are using a mobile device, simply tap on the icon in the upper area resembling a person, and then click on the green "Log out" button.

Title: How can I delete my customer account?

Content: If you want to delete your online account, you can request this [here](#). Simply follow the individual steps. Please note that you will no longer have access to online invoices and your mailbox after your account has been deleted. If you delete your account, you will no longer be able to log in to the app.

Title: What is the online mailbox?

Content: In your online mailbox, you will find all relevant documents related to your contract, as well as important messages. The documents are always accessible in your online customer account under "My mailbox".

Title: How can I change my username and password?

Content: You can easily check and update your username and password in your online customer account for free and with ease. After logging in, you can access your customer data directly. If you have any questions, you can also contact customer service in writing through our contact form. Simply click on the "Contact us" button below.

Title: Where can I find the customer app and how do I log in?

Content: You can download the freenet mobile app here. With the freenet mobile app, you always have everything about your smartphone tariff under control. Unique features for even more convenience and service in one handy app. Download now for full control, overview and service! Convenient cost check tariff information overview customer data invoice details online mailbox with all important documents direct message to the service team via WhatsApp and phone practical dealer search If you have any questions, you can contact customer service in writing through our contact form. Simply click on the "Contact us" button below.

Title: Customer service for deaf and hard-of-hearing people

Content: Through the interpreting service Tess, we offer customer service in sign language and written language. Deaf and hard-of-hearing people use a video or chat connection to the Tess interpreters, who then establish a telephone connection to the desired conversation partner and translate simultaneously. You can reach the freenet customer service through the Tess service. Simply give the Tess interpreter this telephone number: 040-555541122. (This telephone number is only reachable for Tess.) There are fees for using the Tess interpreting service. You can view the current costs directly at Tess: Kosten | Tess Sign & Script - Relay-Dienste für hörgeschädigte Menschen GmbH Here's how to use Tess: Register Sign up for the use of the Tess interpreting service at www.tess-kom.de or use an existing account. Install software Install the software on the device you're using: Smartphone / Tablet – Tess app (Android and iOS) Windows PC – MMX software (download at: www.tess-kom.de/client-download) Technical requirements For optimal communication, a stable internet connection is required. You can test whether your transmission speed is sufficient here: Speed Test - Tess Relay-Dienste If you want to use video communication on your PC, you need a webcam. Start call Open the app on your smartphone / tablet or the MMX software on your PC and establish contact with the Tess interpreter. Explain your concern and give the TESS interpreter our telephone number 040-555541122, fees see Kosten | Tess Sign & Script - Relay-Dienste für hörgeschädigte Menschen GmbH).

