

USER GUIDE



HOW DO I ACTIVATE MY SIM?



Within 48 hours by the activation you will see 1Mobile on your phone and you will receive a welcome SMS with your phone number.

HOW DO I CHANGE MY PIN CODE?



At the outset, your SIM card has a standard PIN code: 1111. We suggest you to modify the PIN code and for your personal safety. If you have locked your phone or SIM card (after three consecutive entries of wrong PIN codes) you need your personal PUK, written on the Sim Card Plastic or you can call the Customer Services team on 401001.

HOW DO I UNBLOCK MY SIM CARD (REQUEST A PUK)?



If you have locked your phone or SIM card (after three consecutive entries of wrong PIN codes), you can call the Customer Services team on 401001 (or +39346 44 41001) from a not 1Mobile phone or abroad), who will be able to provide a PUK (PIN Unlock Key) to unblock it. You can also find the PUK on the plastic holder of the SIM card.

HOW DO I RELOAD?



When your credit is running out, you'll hear a beep just before the call is connected: this beep is played when you have 3 euro call-credit left.

You can reload your SIM by buying a reload code on our website www.unomobile.it, in adhering buying a reload in Carrefour Planet, Carrefour Iper, Carrefour Market and Carrefour Express shops. You find top up also in Lottomatica and Sisal point of sales and QuiMultibanca banks.

After that, you need to call an IVR or send a USSD request with the 10 digit code you have purchased.

BY USSD:

Enter the following code (as if you were calling this number) *5002# and press the call button.

BY CALLING 401001:

In the main menu select balance enquiry. You will then hear your current balance and the new account expiration date.

USEFUL NUMBERS



Customer Service

- 401001 from 1Mobile numbers (free of charge)
- +39 346 44 41001 from a fixed line, no 1Mobile sim or from abroad.

Top Up and options

- 401002 from 1Mobile numbers (free of charge) or via USSD (type *5002*reload code# and press the call button.)
- +39 346 44 41002 from a fixed line, no 1Mobile sim or from abroad.

HOW DO I SET UP AND USE VOICEMAIL?



To activate the Voicemail, call the number 401002 and follow the instructions. We will send you a confirmation SMS once the activation is completed. The default password is 1111.