

INSTRUCTIONS FOR USE OF APPLICATION O2 E-BILL

The application **O2 e-bill** offers subscribers the possibility of monitoring billing for the services of the company Telefónica O2 Czech Republic, a.s. on the internet pages www.mojeo2.cz via My O2. The application O2 e-bill is intended only for **subscribers registered according to birth ID No.** One condition for the activation of O2 e-bill is **registration in My O2.**

Registration in My O2

When registering in My O2 it is necessary to enter the following information:

- Telephone number
 - if you have O2 TV digital television or O2 Internet Connection, you will find the telephone number on your "O2 Services Invoice" or service specification
 - If you have O2 mobile internet, enter the telephone number of your SIM card.
- Reference number – The reference number can be found on your "O2 Services Invoice" in the top left part. Write the reference number including the zeros at the beginning (i.e., 10 digits).
- Variable symbol – the variable symbol can be found on your "O2 Services Invoice" in the middle next to the payer's address. Enter the variable symbol including the zeros at the beginning (i.e., 10 digits). The symbol must be from one of your last three invoices.
- First name and surname of subscriber.
- Mobile telephone number for sending authorization codes. Enter the number in the format 602123456. You cannot receive authorization codes on foreign mobile phone numbers.
- Email address to which the verification code necessary for activation will be sent.
- Username – must have at least 5 characters and can contain uppercase letters, lowercase letters, and numbers.
- Password - must have at least 6 characters, and these characters must be from at least 3 of the following 4 groups:
 - lowercase letters
 - uppercase letters
 - numbers
 - special symbols (~;!+@#%&*()_-=<>?:.,/|{}[])

After filling in the above data, a call for the completion of registration with a verification code will be sent to the email address specified in the preceding step. Click on the link to the internet pages in the email, and click on the field "Send code to mobile" on the internet page opened thereby. In a short while an SMS will be sent to your contact mobile telephone with a code which you write, including dots, in the internet form. This completes your registration.

Activation of O2 e-bill application

Activate the application via the link in My O2 on www.mojeo2.cz.

During activation configure:

- the services which you wish to use the O2 e-bill for
- variant:
 - electronic billing only free of charge
 - electronic billing free of charge and printed billing for CZK 20 with VAT
 - electronic billing and printed billing for 2-month trial period free of charge (this variant applies only to the billing of mobile services)
- e-mail and mobile telephone number for sending notification of billing.

It is also possible to apply for O2 e-bill via the customer line 800 123 456 or at the O2 shop. An email with a link to My O2 and instructions on how to register will be sent to the email address given during registration.

O2 will issue billing separately for services in the fixed network and for services in the mobile network:

1. Services provided in the fixed network
 - O2 Internet connection
 - O2 Voice service
 - O2 TV Digital Television
2. Services provided in the mobile network
 - O2 Mobile voice service
 - O2 Mobile internet connection

Detailed service statements

- a) O2 e-bill of fixed services – the electronic detailed statement is configured every month free of charge
- b) O2 e-bill of mobile services – the free electronic detailed statement must be activated independently. During an order of a detailed electronic statement, for security reasons the detailed electronic statement is displayed from the second billing on.

What you gain with O2 e-bill

- Information about your account accessible online 24/7
- Automatic sending of billing in PDF format to email address
- Information SMS or email about new billing
- Sending of information about settlement of billing via SMS
- Access to billing history for up to 12 months retrospectively
- Detailed overview of calls made for up to 2 months retrospectively
- Possibility of graphic comparison and analysis in application
- If the subscriber has several telephone numbers on one billing, the users of the individual numbers are allowed to view the billing via one-time login.

Other information

Information about the billed prices for services of electronic communication provided in the mobile and fixed network is made accessible to the subscribers within nine working days after the end of the billing period. Billing is considered delivered at the moment when it is made accessible on the My O2 internet pages.

A change of parameters in the application O2 e-bill (ordering of service, change in sending/not sending of payment document in documentary (paper) form and cancellation of service) is implemented directly in the application or via the O2 telephone centre. A change of parameters can be implemented only once in the course of 24 hours. In the case of a change in the sending/non-sending of a payment document in paper form, it is necessary for the change requirement to be asserted via the internet pages of O2 at least 10 working days before the end of the relevant billing period. Otherwise the implementation of the requirement may be prolonged by one billing period from the part of O2. After cancelling the O2 e-bill it is possible to re-order it after 30 calendar days have passed.

Blocking of electronic billing for mobile services

The subscriber may configure blocking for the activation of the O2 e-bill for services in the mobile network on a certain reference number. Unblocking is performed via the customer care centre (*11 from mobile telephone, 800 123 456 from fixed line).

Cancellation of O2 e-bill

After the cancellation of O2 e-bill, paper billing is automatically delivered.

Cancellation of access to My O2

If you cancel access to My O2, this does not mean that electronic billing is cancelled for you.

Condition of activation of only O2 e-bill – version without paper billing

You can choose the version without paper bill only if you make all payments for the provided services in the context of cashless payment to the number of the recipient's, i.e., provider's,

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account (method of payment: bank transfer, bank collection, SIPO payment collection system, budget account).