



Get your new “Net1 Talk” Internet Landline phone

Dear Customer,

As a Net1 Wireless or Fibre customer, you can avail of Net1’s telephone service, “Net1 Talk”, for free with your Net1 Broadband connection. This means you no longer need to pay Line Rental for your local telephone number via Net1.

All Net1Talk Lite Wireless customers and Net1 Fibre customers are now entitled to a free Net1 Talk service with a local number specific to your area. The Net1 talk service is “Pay as you go” and you simply top up your phone account online to make calls via credit card or PayPal.

If you are a Net1 Talk Plus wireless customer we also give you a choice of 1000 minutes to landlines in Ireland, UK, USA, Canada, Australia, New Zealand, Poland and Lithuania. or 500 landlines minutes plus 100 minutes to UK and Ireland mobiles.

GUIDE TO REGISTERING FOR AND USING NET1 TALK

1. Visit <https://net1.ie/order-talk/> and fill in your full contact details.
2. In approximately 24-48 hours, Net1 will allocate a local geographic number specific to your location to your account. We will also configure default voicemail settings for your new inbound number.
3. If you are a Net1 Fibre or 4G customer, your router will already support Net1 Talk and the Net1 Support staff can configure this for you remotely - all you need to do is plug a standard phone into the Phone port of your router.
4. When the optional voip bundle is requested and billing activated on your account it will be billed and payable, irrespective of whether it is used or not, from the date that it is requested. So it is important that you follow up with your self-service setup promptly.
5. If you are a Net1 Basic or Legacy Wireless customer, you can purchase a “Siemens Gigaset A580 Cordless Phone” which plugs into your existing router from Net1’s online shop at net1.ie/shop this will then be shipped to you fully programmed and ready to use by courier.
6. If you do not wish to purchase an adapter, you can input your “Device Settings” into an app on your smartphone. Net1 have tested “CSipSimple” on Android Devices (Samsung, HTC, Sony, LG etc) and Bria on Apple devices (iPhone and iPad)
7. To login to your account please use your Net1 Universal ID & Password at the following URL www.talk.net1.ie

PAY AS YOU GO AND OUT OF BUNDLE PRICES

The Net1 Talk service is also very cost effective - a snapshot of our pricing structures is detailed below.

Ireland and UK Landlines - 3c/min

Ireland and UK Mobiles - 12.3c/min

EU Landlines - 3.7c/m

EU Mobiles - from 18c/m

USA/Canada mobiles and landlines - 3.7c/m

Australia Landline - 3.7c/m

Australia Mobile - 24.6c/m

MOVING YOUR NUMBER TO NET1

Net1 issue a new local number to all new Net1 Talk customers – however, many Net1 Wireless customers often choose to move their number over to the Net1 Talk service – this process is called porting. In order for Net1 to port your number we must first make sure that you are happy with the quality of your Net1 Talk service (as it is delivered over the Internet) plus that you are comfortable and familiar with the online top up method.

We normally insist that you have had approx 50 minutes of usage on your service before we consider porting.

To commence the porting procedure you will need to complete in full a porting form which you request from ourselves, you will need to return it to us along with a copy of your most recent Telephone bill – this can be posted back to us, or scanned and emailed to porting@net1.ie

If you need help with the setup of the Net1 Talk service – support is available by email – please send your query to voice@net1.ie