



Get your new “Net1 Talk” Internet Landline phone

Dear Customer

As a Net1 Wireless 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 **Net1 Talk** Wireless customers are now entitled to a free Net1 Talk service with a local number. The Net1 Talk service is “Pay as you go” and to make calls you simply top up your phone account online via PayPal.

If you are a **Net1 Talk Plus** wireless customer we also give you 1000 minutes to landlines in UK, Ireland, USA, Canada, Australia, New Zealand, Poland and Lithuania.

GUIDE TO REGISTERING FOR AND USING NET1 TALK

1. Visit <https://net1.co.ni/order-talk/> and fill in your full contact details.
2. In approximately 7 – 10 working days, Net1 will allocate a local geographic number to your account. We will also configure default voice settings for your inbound number.
3. Make sure to confirm with the engineer that you want the phone service, so your router will support Net1 Talk and the Net1 staff can configure this for you remotely – all you need to do is plug a standard phone into the telephone port of your Router using BT to EU adapter.
4. When the optional VoIP bundle is requested and billing activated on your account, this 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 an existing Net1 customer or a new customer who did not sign up for the telephone service at the time, you can purchase a “Siemens Gigaset A580 Cordless Phone” which plugs into your existing router from Net1’s online shop at <https://net1.co.ni/shop/> this will then be fully programmed and shipped to you by courier.
6. If you do not wish to purchase cordless phone, you can input you’re “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)

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.

UK and Ireland Landlines – 1.5p/min

UK and Ireland Mobiles – 8.0p/min

EU Landlines – 3.0p/min

EU Mobiles – from 26.0p/min

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 send us a copy of your most recent Telephone bill – this can be posted back to us, or scanned and emailed to porting@net1.co.ni If you need help with the setup of the Net1 Talk service – support is available by email – please send your query to voice@net1.co.ni