

MoxPrivat - FAQs and Answers

Q: Where can I get a MoxPrivat phone card?

A: You can pick up a MoxPrivat phone card free of charge from your office or company!

Q: How can I use the phone card to make a call?

A: The phone card has 5 minutes free credit for calls from landline – landline in Germany. There's also a user guide attached for your convenience. To make a call, please follow the steps outlined in the user guide.

Q: What happens when my free call credit runs out?

You need to register with Mox before you can use the card to make another call. The MoxPrivat card comes along with a product specification, user guide and direct debit mandate. Complete the direct debit mandate and quote the card's serial number; a 12-digit number, which can be found on the reverse side of the phone card (in the bottom right-hand corner). Send the completed direct debit mandate to Mox Telecom AG by post or fax (02102-8636-9090). You are now registered. The MoxPrivat card is topped-up with €20 starter credit and can be topped-up again as often as you wish. The amount will be debited from your bank account a few days later.

Once you've activated the phone card, you'll be asked to choose a 4-digit PIN, which you must enter the first time you use the card. You'll be asked to confirm your PIN by entering it a second time. Now you can use and top-up your MoxPrivat card internationally, anytime.

Q: What do I do when I run out of credit?

A: You have the option to top-up (by €10 or €20) anytime, at home or abroad, by using your personal 4-digit PIN. Enter your personal 4-digit PIN and select a top-up amount of €10 or €20. Your chosen top-up amount will be credited to the card immediately. This amount will then be debited from your account a few days later.

Q: Is it possible to top-up during a call?

A: No. Once your balance reaches €2.50, you'll be given a short reminder and the option to top-up your credit again. To do so, enter your 4-digit PIN and select a top-up amount of €10 or €20.

Q: Can others (employees'/colleagues' family members) have a MoxPrivat card too?

A: Yes, you can also give family members a MoxPrivat card.



Important! Please treat your 4-digit PIN as confidential. Do not give your PIN to unauthorised third parties, as the PIN is used to top-up your call credit and this may result in your account being debited without your permission.

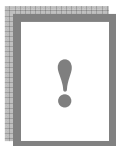
Q: How long is the card valid for?

A: Compared with other phone cards, e.g. those of Deutsche Telekom, MoxPrivat has no expiry date.

Q: How much does a call cost per minute?

A:	Germany landline – landline	3.9 c/min, Billing 60/30
	Germany landline – mobile	24.9 c/min, Billing 60/30
	Germany pay phone – landline	38.9 c/min, Billing 60/30
	Germany pay phone – mobile	59.9 c/min, Billing 60/30
	Germany mobile – landline	38.9 c/min, Billing 60/30
	Germany mobile – mobile	59.9 c/min, Billing 60/30
	Europe* landline – landline	4.5 c/min, Billing 60/30
	Europe* landline – mobile	29.9 c/min, Billing 60/30

**Western Europe: Germany, Netherlands, Belgium, Italy, France, Spain, Portugal, Luxembourg, Ireland, UK, Austria, Switzerland, Liechtenstein, Denmark, Norway, Sweden, Finland, Greece*



A surcharge may apply if using the card abroad from a pay phone or mobile. See instruction leaflet for details. If using the card abroad from a mobile, local mobile providers may charge roaming costs. Such costs are not borne by Mox Telecom AG and cannot be influenced by Mox.

In many countries a roaming partner is available, who does not levy additional roaming costs when you use a so-called freephone access number (e.g. 0800-xxx). Please ensure you are fully informed in advance about any roaming costs which might accrue. Your German mobile provider can supply you with this information!

For further information, please see the user guide or contact our Hotline (01802 – 002 225 / 6c per call from a Deutsche Telekom AG landline).

Q: What happens if I lose my card?

A: Please treat your phone card like cash!



Should you lose your phone card we will, of course, be happy to send you another personalised card. You won't lose any of your credit as long as you report the card lost in time. We'll be happy to transfer your remaining credit at the time of cancellation over to your new card.

Q: Will my personal details be passed on to third parties?

A: No, your details are for internal use only. Details will not be passed on to third parties, as data protection is taken very seriously at Mox.

Q: What is the maximum amount I can top-up by?

A: You can top-up your card by a maximum of €39.99. For your safety it is not possible for the total credit on the card to exceed this amount.

Q: What type of billing does the MoxPrivat card use?

A: The tariffs are based on a 60/30 billing basis, i.e. credit is deducted on a per minute basis for the first minute of your call and then at 30 second intervals for the remainder of the call.

Q: Can I top-up my mobile credit using the MoxPrivat card?

A: No, the MoxPrivat card can only be used instead of the credit on your mobile phone.

Q: Will the credit on my pre-paid mobile also be deducted?

A: No, the credit on your mobile remains untouched. However, there must be enough credit remaining on your pre-paid mobile to enable you to make at least one call.

Q: Will I incur roaming costs if I use the MoxPrivat card with my mobile abroad?

A: There is a charge if you call from a pay phone or mobile abroad. Please see the instruction leaflet for details.



If using your mobile abroad, local mobile providers may charge roaming costs. Such costs are not borne by Mox Telecom AG and cannot be influenced by Mox.

In many countries a roaming partner is available, who does not levy additional roaming costs when you use a so-called freephone access number (e.g. 0800-xxx). Please ensure you are fully informed in advance about any roaming costs which might accrue. Your German mobile provider can supply you with this information.

Q: Can I use the card internationally?

A: Yes, you can use the MoxPrivat card to call from many countries worldwide. For further details, please see the user guide or contact our Hotline (01802 - 002 225 / 6c per call from Deutsche Telekom AG landline).

Q: Can I make a call from any pay phone in Germany?

A: Yes, just use the access number for Germany, which you'll find printed on the back of the card.

Q: Can I use the card to call abroad from any pay phone?

A: Yes, as long as the local telecom provider supports the use of freephone access numbers! In some countries the access number can, for technical reasons, only be used in conjunction with a national phone card or by inserting coins into the pay phone. There's not usually a charge for doing so and the customer normally gets the coins back when the call has ended.

Q: Can I use the MoxPrivat card from any kind of phone?

A: Yes, from any kind of touch tone mobile or landline phone.

Q: Does the MoxPrivat card work with every mobile phone provider abroad?

A: Yes, as long as the mobile phone provider supports the use of freephone numbers. (Remember, you can always change your local mobile provider. Please consult your mobile's user guide for more information on this.)

Q: Can I save the freephone Service number to my phone at work, for example?

A: Yes, either in the phone itself or via your phone's speed dial function.



For security reasons we advise that you do not save your phone card's PIN.

Q: Can I save the freephone access number and PIN to my mobile?

A: Yes, to save the PIN to your mobile, please consult the user guide for your mobile phone. Your phone number is automatically saved to Mox's server when you use the card for the first time, which means you won't need to enter the PIN on your mobile for future use.

Q: How can I use the card without having to enter all the phone numbers each time?

A: With the MoxPrivat card you can save up to 9 numbers on speed dial for quick and easy access to the most important numbers in your phone book!

Q: What is touch tone?

A: Every key on your phone is assigned a different tone. If, when you press the keys, you hear no tone or the same tone then your phone probably isn't set to touch tone. Press the key combination → * → to set your phone to touch tone, or consult your phone's user guide.