

answers to questions about your Orange account

	web	self-service recorded instructions	shops	USSD free worldwide
	for more information, please visit www.orange.ch	call 0800 700 700 from your mobile phone	visit an Orange Center	enter the code then press the call button on your phone
managing your subscription				
view individual offers	«my account» area			
change your address	«my account» area			
add/remove options	«my account» area	2 + 2 + 2		
renew Orange Student			✓	
change your mobile phone subscription		0 + 1	✓	
change account holder		0 + 5	✓	
change account limit	«my account» area	0 + 5		
view your remaining inclusive minutes Optima	«my account» area	1 + 4		
financial questions				
view your latest bill	«my account» area	1 + 2		
view your payments	«my account» area	1 + 3		
request a copy of your bill with a payment slip	«my account» area	0 + 1		
view outstanding payments	«my account» area	1 + 1		
set up a Direct Debit	«my account» area	1 + 5		
request a payment agreement		0 + 2		
managing your PrePay account				
recharge your PrePay account	«my account» area	2 + 1	✓	
check account balance by calling	«my account» area	1	✓	#121#
recharge a friend or family member's PrePay account		0800 700 555	✓	
managing your Orangeclick PrePay account				
add/remove options	«orangeclick.ch»			
recharge your Orangeclick PrePay account	«orangeclick.ch»	0800 700 555	✓	
check your account balance	«orangeclick.ch»			#121#

answers to questions about Orange and your mobile phone

	web	self-service recorded instructions	shops
	for more information, please visit www.orange.ch	call 0800 700 700 from your mobile phone	visit an Orange Center
switch to Orange			
new subscription	«online shop» area		✓
buy Orangeclick PrePay	«orangeclick.ch»		✓
purchase accessories			✓
Orange ADSL	«Internet» area		✓
configuration and technical questions			
configure your mobile phone (WAP, GPRS etc.)	«support» area	3 + 1	✓
configure your 3 Optima Preferred Numbers	«my account» area	2 + 3	
repair your mobile phone			✓
personalise your mobile phone with ringtones, images, Fun Tones etc.	«info & entertainment» area		
check repair status	www.repairgate.ch *		
trouble with a subscription/PrePay service		0 + 1	
trouble with an Orangeclick PrePay service		0900 700 001 (CHF 2.50/call from a fixed line)***	
trouble with an Orange ADSL service		0900 700 007 (CHF 0.11/min from a fixed line)***	
loss or theft			
block your SIM card	«my account» area	3 + 2 **	✓
order a new SIM card	«my account» area	3 + 2 **	✓
unblock PUK code	«my account» area	0 + 5 **	✓

* The reference numbers (REP NR and PW) can be found on the repair report.

** Call from a fixed line and follow the instructions to identify yourself.

*** For calls from a mobile network, a communication fee may be charged according to your price plan in addition to the cost of the service.