

INFORMATION ABOUT THE CHANGE OF MOBILE OPERATOR

On March 1st Get TDC and Telia Norway became one company. We are aiming for smart thinking and to enable ideas to unfold and develop, regardless of what or where they are. In practical terms this means that you will receive new SIM card and mobile app, and will have VoLTE and VoWifi on your new subscription.

WHAT DOES THIS MEAN FOR ME?

1. PICK UP SIM CARD ON YOUR LOCATION

The SIM cards are sent to the location your mobile operator has provided to us. Information about where the SIM cards can be picked up will be provided from the IT / mobile manager in your organization.

2. CHANGE SIM CARD

Follow the steps on the sheet supplied with the SIM card. Below "Punkt 1: Aktivere SIM-kort" the «Flyttet nummer fra annen operatør til Telia» is the applicable alternative.

For mobile SIM cards

- Remember to have the new Telia SIM card available at the time of porting
- The time for the change will be communicated on SMS a few days in advance
- Each SIM card has a unique PIN code that comes with your new SIM card
- If you want to keep your current PIN, you can change this in settings on the phone after you have inserted the new card and logged on with your new PIN the first time
- If you have extra voice or data cards, you will get this delivered at the same time as the new main SIM card

For router and data SIM cards:

- The SIM card is already activated and ready for use. You don't need any PIN

3. DOWNLOAD THE TELIA APP

Get started with the My Telia app. Download here: www.telia.no/app/ and get an overview of your subscription, consumption and services

WHICH OTHER THINGS MUST I BE AWARE OF?

When changing the mobile operator, there are some things you need to be aware of, for example, that BankID must be re-installed, voice mail must be updated and blocking services will disappear. Read more about this on the welcome page via the link below.

Pssst... As a Telia customer you get VoLTE and VoWifi which allows you to use the 4G network for calls. This means improved voice quality and a better user experience!

SUPPORT

Welcome page: www.telia.no/bedrift/velkommen/

Phone: Telia Bedrift Customer Support: 924 05051

Chat and email: telia.no/bedrift/kundeservice/kontakt

WELCOME TO TELIA!

