

# The e2save little guide to getting connected

Hooray! You've made a great purchase



# Hello...

## and thanks for shopping with e2save

We hope that you're really pleased with your new phone, tariff or mobile broadband deal but we know you're going to have some questions. That's why we've produced this little guide which is packed full of useful information to help you get the most from your new purchase.

### Contents:

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- 3 My phone - the important bits
- 4 Getting the most from your purchase
- 5 Let's get going - our top tips for getting started
- 6 Cashback and how to claim it
- 8 Pay as you go - it's all about keeping topped up
- 9 Nasty niggles and quick fixes
- 10 Relax - you're covered
- 11 Help! I've changed my mind
- 13 Getting in touch - the numbers you need
- 14 More than mobiles

# My phone

## the important bits

Why not make a note of what you've bought as it's always handy if you need to talk to us. You'll also need this information when you upgrade your phone.

My e2save advisor:

My mobile number:

My network:

My contract start date:

My contract length:

My upgrade date:

My plan:

What's included in your plan:

My insurance details:

### Can I get cashback?

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When you bought your phone you may have signed up to a cashback deal. If so, you'll see it on your order confirmation email. Cashback means you can claim back part of your monthly costs from us. If you're not sure whether cashback is part of your deal, or for details of how to claim, go to [www.e2save.com/helpdesk](http://www.e2save.com/helpdesk) or see page 7.

I want to [print this page](#).

# Getting the most from your purchase

You're an e2save customer, so it goes without saying that you've got a fab deal. But you've also got lots of extras too - and they're all free.

You have personal access to the e2save [customer login](#) where you can manage your account. If you opted for cash back you can also find out how to claim if this was part of your deal. You'll find instructions for logging-in on the order confirmation email we sent you. Call us on **0871 522 3400** if you need any help.

At our head office in Loughborough, there are real people waiting to answer your questions from early 'til late. Our online customer service support - with live chat is the best in the business.

Money 4 Me is our recommend a friend scheme. You can earn up to £20 for each friend that buys an e2save phone based on your recommendation. Hooray - [free money!](#)

If you've got a shiny new phone, why not trade in your old one for cash? Visit our [trade in page](#), the process is really simple.

To make sure you're up to date with the latest mobile deals, special offers and technology news, [sign up to our newsletter](#). You'll also be entered into a free prize draw when you sign up.

You can also get all the latest phone and gadget gossip by following us on [twitter@e2save](#) or watching our phone reviews on our very own You Tube channel; [e2vids](#).

And to make the most of your new phone, if you are a contract customer, you have a 30 day free trial of our fantastic gadget helpline with Talk Me Through It (TMTI). TMTI can help with any gadget query; from phones to DVD players; sat nav to digi boxes. Just call them on **08444 772 995** or visit [gadgethelpline.com](#)

# Let's get going....

## our top tips for getting started

You've probably already discovered the quick start guide that came with your phone. But here're a few of our top tips to help you get started.

### Protect your phone

Your phone's SIM card has a personal identification number (PIN) pre-installed; it's there to act as a lock and stop anyone else making calls. You need to change this PIN to a number that only you know and that you'll remember. Go to 'settings' on your phone and follow the instructions. The preset PINs for each network are in the table at the bottom of this page.

### Setting up your voicemail

You can switch on your voicemail and personalise it by calling your network's number below. Then just follow the instructions.

**Remember to check your network's charges as message costs do vary by network.**








### Mobile multimedia

If your phone comes with multimedia, it can do far more than simply make calls: from picture messaging to music downloads; email to apps. Check out your network provider's website or call their helpline to unleash your phone's true potential.

### Questions?

If you have any questions about your tariff, product exchanges or accessories, please call us on **0871 522 3400**.

If you have questions about phone functionality, faults or voicemail please call your network provider. You'll find a list of network numbers on page 13 of this guide.

							
<b>Set up your voicemail</b>	1750	222	123	121	222	123	2421
<b>Your SIM cards Preset PIN</b>	8705	1210	1111	0000	7890	3333	0000

# Cashback

## and how to claim it

If you opted for a contract mobile phone or mobile broadband you'll have been offered lots of great gifts to choose from. One of these is cashback.

Claiming your cashback is really straightforward. All you need to do is send us the right bill at the right time. You'll find the details in your [customer login](#).

What bills you need to send, depends on the value of your gift; in other words, the saving you made.

Here's an example of how it works:

Gift value / saving	The bills you need to send us	
	12 month contract	18/24 month contracts
£50 or less	Month 6 and 8	Month 6 and 9
£51 - £100	Month 6,8 and 10	Month 6,9 and 12
£100 and over	Month 6,8,10 and 12	Month 6,9,12,15 and 18

You'll find your gift value on the order confirmation email we sent to you.

Every bill you are sent will have a date on it. You must get the bill to us within 60 days of that date.

# Cashback

## and how to claim it

Here's an example of how it works:

Sam ordered his new phone on 22 January 2010. He opted for cashback as his free gift and, on an 18 month contract, saved himself £150.

**In July 2010,**

Sam sent us his June 2010 (month 6) bill, we sent him a cheque for £30

**In October 2010,**

Sam sent us his September 2010 (month 9) bill, we sent him a cheque for £30

**In January 2011,**

Sam sent his December 2010 (month 12) bill, we sent him a cheque for £30

**In April 2011,**

Sam sent us his March 2011 (month 15) bill, we sent him a cheque for £30

**In August 2011,**

Sam sent us his July 2011 (month 18) bill, we sent him a cheque for £30

**Important: The bill needs to be received by us within 60 days from the date on the bill.**

**Sam pays :** £360 over 18 months (£20 per month)

**He claims back :** £150 over 18 months

That means his line rental works out at £210 over 18 months; that's **£11.66 per month**.

If you've selected an auto cashback deal then you don't need to do anything; your cheque will be sent to you within six weeks of purchase.

You can find full cashback details at our website. [www.e2save.com/helpdesk](http://www.e2save.com/helpdesk) or if you'd like to chat to one of our advisors please call **0871 522 3403**.

# Pay as you go

## It's all about keeping topped up

Pay as you go phones are great because you never have to worry about a monthly bill. But you do need to remember to keep your phone topped up so it's always ready to use.

There are lots of ways to top up your phone; just pick the one that's best for you.

### Hit the shops

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Lots of shops and post offices sell pay as you go top up cards; just hand over your cash, pop in your card and off you go.

### Call in at the cash machine

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Many cash points sell top up vouchers; you can take out cash from your account and power up your phone at the same time.

### Call up your network provider

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Most networks have an automated phone payment system. You just call up, provide your bank details and your credits will be added. Speak to your network provider for more information.

### Online top ups

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If you head along to your network provider's website they will have simple steps for topping up your pay as you go phone. Contact details for all the networks are on page 11 of this guide.

### When does airtime credit kick in?

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If your deal includes airtime credit, there may be a small delay before you can use this credit.

However, please don't worry as your airtime credit will be applied automatically. **Within five working days for Orange, T Mobile, Virgin and Talk Mobile purchases. Within eight working days for o2 and Vodafone purchases.**

If your credit has not been activated after this time please call us on **0870 522 3400**.

# Nasty niggles and quick fixes

Don't panic if your phone seems to be playing tricks on you. We've got some tips that might just get it working again.

## What's the problem?

## Try this

### *My phone won't power up*

Check the battery level - it might need an extra 24 hour charge. Also check the battery contact points are clean.

### *The battery won't charge*

Make sure the battery has been charged for 24 hours. Disconnect the charger from the phone then reconnect it - the phone should bleep and/or display a 'charging' symbol. If the battery is completely flat, some phones need around 30 minutes to show the flashing 'charging' symbol as all power is being used to charge the battery.

### *My phone is showing 'SIM error'*

Carefully remove the SIM card from the phone. Wipe it gently with a dry, soft and clean cloth to remove any dust from the contact points.

### *My plug-in accessories don't work*

Check the connection points aren't dusty. If they are, wipe away the dust with a dry, clean and soft cloth. Make sure your accessory is compatible with the phone - our customer advisors will be able to help. You might need to activate the accessory via your phone settings - check your manual to find out.

## Uh oh...it's still not working

Remember that if you are a contract customer you have a 30 day free trial of our [gadget helpline](#), where if you're really stuck, you can call them for advice on getting your device working or any other gadget in your home. After the 30 day free trial this service costs £20.94 every six months if you decide not to cancel it.

# Relax

## you're covered

If your lovely new phone gets stolen or damaged it can be expensive to replace or repair. Our specialist [Phone Care insurance](#) means you can relax, knowing that you're covered.

From only £3.99 per month\*, your phone will be covered against theft and accidental damage. The policy also covers accessories to the value of £100. That means you can get on with enjoying your phone, knowing that you're covered if the worst happens.

To help with the cost of protecting your phone, every phone that we sell with a contract comes with one month's insurance cover completely free so your phone is protected from the word go. A direct debit has also been set up for you when you ordered your phone.

You'll receive written confirmation of your cover within 14 days of shopping with us; it will come direct from the insurance company which is Aviva.

If this documentation doesn't come through, or if you want to know more about the cover, please call Phone Care on **0870 111 7002**.

You can find full details of the [Phone Care cover](#) at our website.

Phew! That's one less thing to worry about.

\* Monthly costs are based on the cost to replace your handset and these are detailed in your order confirmation email.

## I've changed my mind

If you've had a change of heart since ordering your phone, laptop or modem - don't worry. You can return it to us within seven days and get an exchange or your money back.

### What do I need to know?

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1. Any returned product must be unused. It's okay to turn the phone on and browse menus, however if you have made any calls or texts, taken photos, downloaded files or surfed the internet you won't be entitled to return it.
2. If you want to cancel you must call us on **0871 522 3400** within seven working days from receipt of your product.
3. Products must be delivered back to us in an unused condition (including the SIM card, phone, modem, any accessories and your free gift) within two working days of you informing us that you wish to cancel. To contact us call **0871 522 3400**.

### You cannot return:

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- Games, ringtones and downloads
- Car kits, once they've been installed
- Hands free units with earpieces that have been used
- Prepaid airtime vouchers / Top ups

### Cancelling an upgrade

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If you want to reverse your upgrade agreement you need to follow the three steps above. **But please remember:**

Before we can arrange an upgrade reversal you must return everything included in your upgrade package to us; handset, battery, charger, unused SIM, product manual and any free gifts you received.

Cancelling your upgrade doesn't affect your original contract. If you want to cancel this you'll need to contact your network provider.

### Cancelling a SIM only contract

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If you've already used your SIM, or you decide to cancel it after seven days, you need to contact your network provider to cancel your contract.

You can find full details of our returns and exchanges policy on our website at [www.e2save.com/returns](http://www.e2save.com/returns). Or call one of our customer advisors on **0871 522 3400**; they'll be happy to help.

Don't forget, that if you do decide to return your unused phone, you also need to cancel your insurance and gadget helpline service. You'll find details on page 9 of this guide.

# Getting in touch

## the numbers you need








You'll find everything you need to know about our deals, products and your personal account by visiting our website [www.e2save.com](http://www.e2save.com).

If you have any questions regarding your account, cashback or returns, or would like to speak to a real person, please call one of our friendly and knowledgeable customer advisors on **0871 522 3400**.

We're open Monday to Friday 9am - 6pm and bank holidays 10.00am to 2.30pm.

Calls cost 10p per minute plus network charges.

There may be times when you need to speak to your network provider. Here's how to get in touch with them.

Network	Phone	Web address	Mon - Fri	Saturday	Sunday
	0870 733 033	<a href="http://www.three.co.uk">www.three.co.uk</a>	24 hours	24 hours	24 hours
	0870 071 5888	<a href="http://www.talkmobile.co.uk">www.talkmobile.co.uk</a>	8am - 8pm	8am - 7pm	10am - 5pm
	0870 241 0202	<a href="http://www.o2.co.uk">www.o2.co.uk</a>	7am - 9pm	8am - 8pm	8am - 8pm
	0800 079 5000	<a href="http://www.orange.co.uk">www.orange.co.uk</a>	7am - 11pm	9am - 9pm	9am - 5pm
	0845 412 5000	<a href="http://www.t-mobile.co.uk">www.t-mobile.co.uk</a>	7am - 10pm	7am - 8pm	7am - 10pm
	0845 600 0789	<a href="http://www.virgin.com/mobile">www.virgin.com/mobile</a>	24 hours	24 hours	24 hours
	0870 070 0191	<a href="http://www.vodafone.co.uk">www.vodafone.co.uk</a>	24 hours	24 hours	24 hours

Calls to 0800, 0870 and 0845 numbers are free from a BT landline (depending on your calling plan). Calls costs from mobiles and other networks will vary.

# More than mobiles

Have a good rummage around our website and you'll find out that we sell a lot more than just mobile phones.

Mobile broadband is the easiest way in the world to get connected. Just plug your USB modem into your laptop, PC or Mac and you've got access to the internet wherever you are. You can sign up to a mobile broadband contract or opt for pay as you go.

And if you're looking for a [new laptop or netbook](#) we can help with that too. Check out [www.e2save.com](http://www.e2save.com) for our latest deals.

We also have lots of gorgeous free gifts! From tablets, PS3s to Nintendo Wiis; flat screen TVs to Xbox 360s; when you opt for a mobile phone or mobile broadband contract you'll also be able to pick the perfect present for you.

