

# Welcome

Everything you need  
to get started



## Transferring your number

### Activation of a physical SIM card

- you have agreed a **transfer date** for your number with your fleet manager
- you will receive an **SMS** just a few minutes before the transfer
- keep your **new Orange SIM card** close at hand
- when you no longer receive any **network signal** from your former operator, insert your new Orange SIM card into your smartphone
- **activation** of the Orange network and data connection may **take a few minutes**
- as soon as your mobile displays the Orange network, the transfer is complete. You can be contacted on **the same number as before**

### Was your SIM card delivered by post?

- for security reasons, if you order the SIM card via the eshop or telesales, the card must be **activated before use**
- the instructions for activating the card have been **sent by email** to the address given in your order (check your spam folder)
- click on the **activation link** in the email and follow the on-screen instructions

### With an eSIM card

- you have agreed a **transfer date** for your number with your fleet manager
- activate your eSIM profile by **downloading your eSIM profile**. Even if you're switching operators, you can install your eSIM now.
- your **old SIM card or eSIM** will remain active until your new eSIM has been activated
- you will receive an **SMS** just a few minutes before the transfer
- **activation** of the Orange network and data connection may take **a few minutes**
- as soon as your mobile displays the Orange network, the transfer is complete. You can be contacted on **the same number as before**
- you are limited to **five attempts to activate your eSIM**. After that, the profile will be automatically blocked.

### Activation of an option

- the activation of a **Surf Extra Card (SEC)** is carried out on the day following the application

# Your SIM card

(content not applicable to eSIM)

- your PIN and PUK codes are listed on the back of your SIM card
- insert your SIM card in your mobile and switch it on
- enter your PIN code
- press OK

## Would you like to change your PIN code?

Dial **\*\*04\*[current PIN code]\* [new PIN code]\*[new PIN code]#**.

E.g.: **\*\*04\*1234\*4321\*4321#**

## Have you forgotten your PIN code?

- enter the wrong PIN code 3x
- then enter your PUK code
- you can now select a new PIN code

eSIM cards do not come with a PIN or PUK code by default.  
If needed, you can set your own security code directly on your device.

# Your voicebox

Call **5555** to configure your voicebox.

Call **#129#** to configure your visual voicemail for iOS or Android.



# Data Transfer app



- use this app to transfer your data from your old to your new smartphone
- your data will also remain stored on your old smartphone, as a backup, for example
- you select the data you wish to copy over or not

Download **Data Transfer** via the My Orange app, menu, other apps and services.



# My Orange app



With the free mobile app:

- you can check the amount of remaining call minutes, text messages or data, in Belgium and abroad
- you can instantly view your private and work invoices (for Invoice Split users)
- you can switch from a SIM card to an eSIM when you change mobile phones to immediately use your smartphone with an eSIM

More info on **My Orange**: [orange.be/myorange](https://orange.be/myorange)

Download My Orange on the App Store or Google Play Store.



# Your Customer Zone

If you use **Invoice Split**:

- check your invoices for the last 18 months
- check if your invoices are paid
- manage your smartphone and your personal data online

Visit our Customer Zone [e-services.orange.be](https://e-services.orange.be)

More info under FAQ [orange.be/support](https://orange.be/support)

# Your invoice

With **Invoice Split**, your employer will pay part of your usage. The remainder will be invoiced to you personally. Your employer will determine what you have to pay.

For more info, contact your Fleet Manager.

**Good to know:**

- calls to Premium numbers (078/0900/0903 etc.) are invoiced in your name by default
- we apply a pro rata for the days between the activation of your subscription and the start of your billing period. As a result, your first bill may be higher as it includes this period and the following month.

Read the FAQ [orange.be/support](https://orange.be/support) for more info about your invoice and the amount not covered by your subscription or watch our videos [business.orange.be/fr/invoicevideo](https://business.orange.be/fr/invoicevideo)



## No unpleasant surprises

You can:

- keep an eye on your **phone usage** on the My Orange app
- receive notification when you reach **80 % and 100 %** of your data allowance in Belgium and abroad
- receive notification that you are exceeding your **allowance** (e.g. Premium text messages or multimedia purchases)
- block **Premium calls/text messages** through customer services
- limit **multimedia purchases** with a password in your smartphones settings
- change your **Travel Data** limit on the My Orange app and Client zone

## Network

We are constantly investing to improve **our network coverage and quality** to ensure a great customer experience.

**Voice over WiFi (VoWiFi)** ensures high-quality calls, even where there is no mobile network.

**Voice over 4G (VoLTE)** connects calls over the 4G network.

### How?

- you need a compatible smartphone and WiFi/4G access
- enter VoWiFi/VoLTE into your smartphone settings
- benefit from normal call tariffs

## Useful numbers

1. Call customer services on **+32 2 745 95 00** or **5995** on your Orange mobile.
  - open from Mon-Sun from 8.00-22.00 hrs
2. Have you lost your smartphone or has it been stolen?  
Call our services 24/7 to block it immediately.
  - from any device: **0800/95 955**
  - abroad: **+32 495 95 95 00**
3. Would you like to listen to your voicemail?
  - call **5555** from your Orange phone or consult your visual voicemail



# Business