

Important contacts

Website www.predplatenka.sk

Toll-free number **12350**

Telekom Customer Line **0800 123 456**
(from abroad **+421 903 903 903**)

In case of the loss or theft of your SIM card, please immediately call the **Telekom Customer Line at 0800 123 456.**

All information about your Predplatenka is available in the Telekom app on your mobile phone

Using the **Telekom app** you can activate and deactivate **additional packages** and obtain access to **exclusive offers**, keep track of your **consumption** and active packages, check the credit balance on your Predplatenka, or keep it topped-up.

From your online store:



By scanning the QR code:



By sending an SMS:

Send a free SMS with the text **TELEKOM** to **321** and click the received link. You will be automatically redirected to the online store.

Any new prepaid card will be available in the Telekom app within 72 hours from its activation.

Your new Predplatenka with amazing benefits

Make calls, send SMS and transfer data with peace of mind

for just 50 cents

Try one of two packages for 30 days free of charge

Unlimited calls for 30 days

To 1 selected number in any mobile network in Slovakia. 30 days from the package activation date, provided you have sufficient credit balance, your package will automatically renew and you will be charged €2.50.

To activate the package (and selected number) send an SMS with the text **TRIAL VOLANIA 09XXXXXXX to 12330**, use the Telekom app or the landing page displayed following the card activation. To deactivate the package send an SMS with the text **VOLANIA VYP 09XXXXXXX to 12330** or use the Telekom app.

1 GB data for 30 days

Once you have spent the prepaid data, your internet connection will stop working until the end of the package validity period or you can purchase a new package of your choice. 30 days from the package activation date, provided you have sufficient credit balance, your package will renew and you will be charged €3. **To activate the package** send an SMS with the text **TRIAL DATA to 12330**, use the Telekom app or the landing page displayed following the card activation. To deactivate the package **simply** send an SMS with the text **30DNI VYP to 12330** or use the Telekom app.

Best unlimited data with Predplatenka

Unlimited data for 10 days

Enjoy the unlimited data package **Unlimited connection for 10 days** with a connection speed of 1 Mbps so you can browse the web, use social networks, watch videos and listen to music. You can activate the package in the Telekom app, at m.telekom.sk or at www.predplatenka.sk just for 4€.

Unlimited data for 24 hours

Want to transfer data at **full speed** without any limits? Watch **HD videos** all day long, download huge files and stream all you want with our **Unlimited data for a day** data package. You can activate the package in the Telekom app for just €2. Unlimited data will be available 24 hours from the moment of activation.

Discover the benefits of Predplatenka

Unlimited calls to all networks in SK

You will be charged €0.10 per minute or a maximum of €0.50 for all calls to all networks on a given day. Each month you can use up to 2,000 minutes.

300 MB of data in the best 4G network

Once you connect to the internet, a daily 300 MB package will automatically be activated for you and you will be charged €0.50. When all the prepaid data is spent, your internet connection will stop working or you can purchase a new data package of your choice.

Unlimited SMS to all networks in SK

You will be charged €0.10 per SMS, or a maximum of €0.50 for all SMS to all networks sent on a given day. Each month you can send up to 2,000 SMS.



Choose an additional package that suits you

To activate a package, use the Telekom app, visit the m.telekom.sk/prepaid/balicky website or send an SMS.

Package	Data volume	Validity period	Price	Activation
1 day	300 MB of data	until 11:59 p.m.	€0.50	To activate, use the Telekom app or send an SMS with the text DATA to 12330
	2 GB of data	24 hours	€1.50	To activate, use the Telekom app or send an SMS with the text 2GBDEN to 12330
	Unlimited data	24 hours	€2.00	To activate, use the Telekom app
10-day	1 GB of data	10 days	€2.00	To activate, use the Telekom app or send an SMS with the text 1GB10DNI to 12330
	Unlimited data (speed limit 1 Mbps)	10 days with automatic renewal	€4.00	To activate, use the Telekom app, visit the m.telekom.sk website or send an SMS with the text PRIPOJENIE10DNI to 12330
30-day	1 GB of data	30 days with automatic renewal	€3.00	To activate, use the Telekom app or send an SMS with the text 1GB30DNI to 12330
	3 GB of data	30 days with automatic renewal	€6.00	To activate, use the Telekom app or send an SMS with the text 3GB30DNI to 12330
	5 GB of data	30 days with automatic renewal	€8.00	To activate, use the Telekom app or send an SMS with the text 5GB30DNI to 12330
Package	Description	Validity period	Price	Activation
Unlimited calls to a selected number	Unlimited calls to 1 selected number in any mobile network in Slovakia	30 days with automatic renewal	€2.50	To activate, use the Telekom app or send an SMS with the text VOLANIA ZAP 09XXXXXXX to 12330

Additional roaming packages

The full range of available roaming packages is available at www.telekom.sk/volaniam/roaming/predplatenka

Register and activate your Predplatenka

1. Break out the SIM card in the desired size and insert it into your phone
2. Register your Predplatenka in a few simple steps:

If you are a citizen of the Slovak Republic, register as follows: call the toll-free number 12350 using your new SIM card or visit any of the Telekom Centres or use the www.telekom.sk/predplatenka/registracia website

If you are not a citizen of the Slovak Republic, register as follows: visit any of the Telekom Centres

3. Following the successful registration, activate your Predplatenka by making the first call to the toll-free number 12350



Check your credit balance

To check your credit balance use the Telekom app or call the toll-free number *121# and the current credit balance will be shown on your phone's display.

Top-up your credit

To top-up your credit you can visit www.predplatenka.sk, use the Telekom app, an ATM, a POS terminal, another monthly plan, or visit a Telekom Centre. All methods to top-up credit can be found at www.predplatenka.sk

Credit and SIM card validity

- The SIM card is valid for 90 days from the date of activation.
- Every time you top-up your credit, the SIM card validity will be extended by 12 additional months.
- The topped-up credit is valid for 12 months from the date of the last top-up.
- The bonus credit is always valid for 30 days from the date it was added.

For more information about bonus credit, visit www.telekom.sk/bonusovy-kredit

