

My O2 – Users' Manual

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1. Basic Information

My O2 (<http://mojeo2.cz>) is a section of the www.o2.cz web portal of Telefónica Czech Republic, a.s. My O2 is an internet self-service site that enables non-business customers to access electronic billing and to set up add-on services with O2.

What you get when you set up the service:

- An overview of your services.
- Quick, easy set up of selected add-on services.
- The option to set up services such as internet or MMS to your mobile phone.
- Information on billing for mobile and fixed services online, free of charge.
- PDF bills via email.
- SMS confirmation when your bill is paid.
- Access to your bills twelve months after they're issued.
- A detailed overview of calls for up to two months after they're made.
- The option to export call details to an XLS file.
- Graphic comparison and data analysis.

2. Recommended Configuration

You need to have an internet browser which is compatible with My O2. My O2 supports all modern internet browsers, such as Internet Explorer, Mozilla Firefox, Google Chrome, Opera, or Safari.

To view invoices in PDF you need to have a PDF browser – e.g. Adobe Reader, which you can download free of charge from here: <http://get.adobe.com/reader/>.

To open downloaded files you need to have software which can open ZIP files (the MS Windows XP operating system and newer versions already have the needed software included).

3. Introductory Page of My O2

Basic items of the freely accessible introductory page of My O2 are highlighted with numbers 1-7.

The screenshot shows the My O2 introductory page with a navigation bar at the top containing 'Calling', 'Internet', 'Digital Television', 'Phones and Devices', 'Special Offers', 'Customer Care', and 'My O2'. The main content area is titled 'My O2' and includes a sub-header 'View a list of all your services, plus the settings. For non-business customers only.' Below this, there are three main service categories: 'Overview of your remaining free minutes or SMS', 'Electronic billing', and 'Overview of all your services plus the settings'. A 'Sign in' section is on the right, featuring radio buttons for 'I have a contract' (1) and 'I have a prepaid O2 card' (2), input fields for 'Username' and 'Password', and 'Sign in' (3) and 'Register' (4) buttons. Below the sign-in section are links for 'Forgotten login' (5) and 'One-time sign-in' (3). A 'Register' button (4) is also present in the main content area. At the bottom right, there is a 'Click here for help' link (6). Below the main content, there is a section titled 'What can you find in My O2' with a preview of the 'Roaming' settings page (8) and the text 'Easy management of your services'. At the very bottom, there are four columns: 'Helpful information' (7), 'Contact Us', 'FAQ', and 'Documents'.

1. Login for registered users – Entrance into My O2.

Registered service users log in here.

You fill in your username and password; when you log in you see your active services, current billing overview, or the option to activate electronic billing.

2. Login for prepaid customers – Customers with a prepaid card log in here.

First you enter your prepaid mobile number, then you'll receive an SMS with an authorization code. You'll log in using the code, and be able to view data and settings options for your prepaid services

3. **One-time sign-in** – A simplified way into My O2, for customers with a mobile contract.

When you log in you'll enter your O2 mobile number. Then you'll get an SMS with an authorization code. When you log in using the code you'll be able to view data and settings options, but only for the mobile you used to sign in.

4. **Register** – Access to My O2 registration

To complete your service registration, activation needs to take place. It is carried out via an activation email delivered to your email address and an authorization code delivered to your mobile phone number. After that you have full access to My O2.

5. **Sign-in detail recovery** – If you've forgotten your My O2 username or password, just fill in the ID number of one of your O2 services in the form on the sign-in detail recovery page.

A link will then be sent to your contact email and an authorization code is sent to the mobile phone number you entered. You enter the code into the web form we emailed a link to. Your username is displayed after you click "Continue".

If you've forgotten your password, click on the headline "Have you forgotten your password?" on the page displaying your user name. You can also reset your new password on this page.

6. **More about login and registration** – Link to information page with description of registration, which explains differences between a login with registration and single-use login.

7. **Links** – Links for the Write to Us, Frequently Asked Questions (FAQ), and Documents to Download sections.

8. **Overview of functions** – Additional pictures which explain main functions and benefits of My O2.

4. Registration for My O2

Registering for My O2 can only be done online at the <http://mojeo2.cz> address. Choose the Register link on the <http://mojeo2.cz> main page in the login box.

4.1. Registration – step 1 (of 2)

As you're entering your data it's being checked. A symbol will appear next to each box showing it's filled in correctly.

After entering all the data in the correct format, click on **Continue in registration**.

Calling Internet Digital Television Phones and Devices Special Offers Customer Care My O2

Homepage > My O2 > Registration to My O2

Registration to My O2 (step 1 from 2)

To register to My O2 you will need the service identification number and the variable symbol from your invoice (one from the last three O2 invoices).
If you are a new customer, please wait with the registration until you receive your first invoice.

Data from your invoice 1

Identification

number

Variable symbol

Sign-in details 2

User name E.g. xxxxx

Pasword E.g. Password123

Confirm pasword

Contact details 3

Mobile phone

Email Enter your email in this form (e.g. xxx@xxx.xx)

[Continue in registration >](#)

1. Data from your invoice

Identification number

- Your mobile or fixed line number

or

- Your connection number, if you have O2 TV or Home Internet. You can find your connection number in “Billing for O2 Services,” or on your contract.

or

- Your SIM card's phone number, if you have O2 mobile internet. You can find this number (9 digits) on your “Billing for O2 Services,” or on your contract.

Variable symbol

You'll find your variable symbol on "Billing for O2 Services" in the middle section, next to the payer's address. Enter the variable symbol from one of your **last three invoices**. Enter the whole thing including introductory zeros (i.e. ten digits total).

2. Sign-in details

User name

This must contain at least five digits without diacritics (you can use small letters, capital letters, and numerals), and it cannot be in the format of a nine-digit number.

Password

Your password needs to meet the following criteria: At least six digits without diacritics, symbols from at least three of the following four groups: small letters, capital letters, numbers or special symbols.

Example: Password123 (eleven digits, a capital letter, small letters, numbers) or password_12 (small letters, a special symbol, numerals). Please don't use these examples as your own password.

3. Contact details

Mobile phone

Enter your contact mobile phone number in the format of nine digits without spaces, e.g. 602123456.

We need your contact number for the authorization process during registration, and for if you want to change your sign-in details. You will also receive notifications about electronic billing on this contact number.

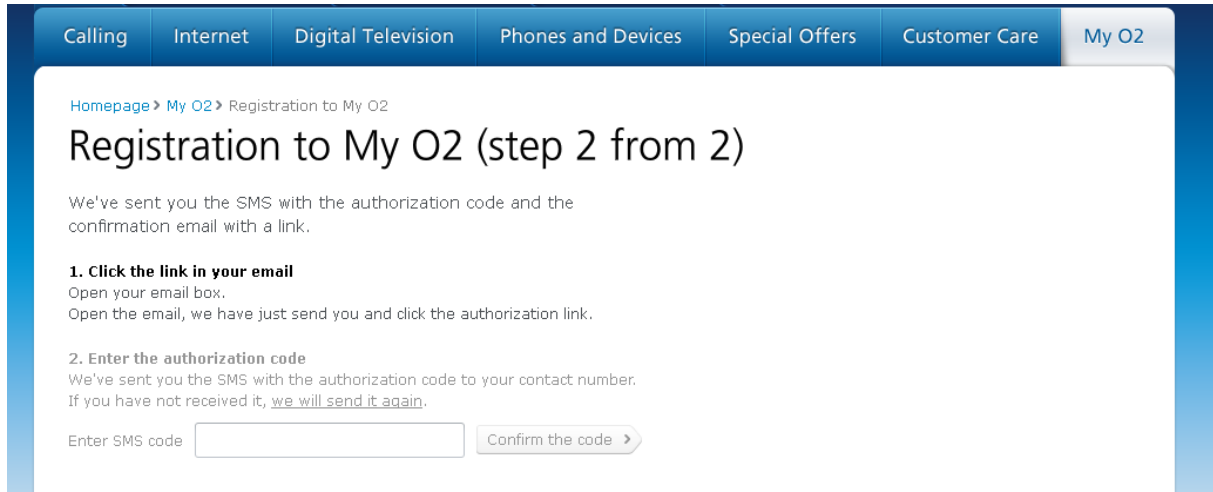
If you cannot receive an SMS with an authorization code on your mobile phone number, please contact Customer Care on 800 123 456. The authorization code cannot be sent to a foreign phone number.

Contact email

We need your email for the authorization process during registration, and for if you want to change your sign-in details. You'll also receive notifications about electronic billing on this number.

4.2. Registration step 2

To complete your registration, activation needs to take place. It is carried out via an activation email delivered to your email address and an authorization code delivered to your mobile phone number.



Calling Internet Digital Television Phones and Devices Special Offers Customer Care My O2

Homepage > My O2 > Registration to My O2

Registration to My O2 (step 2 from 2)

We've sent you the SMS with the authorization code and the confirmation email with a link.

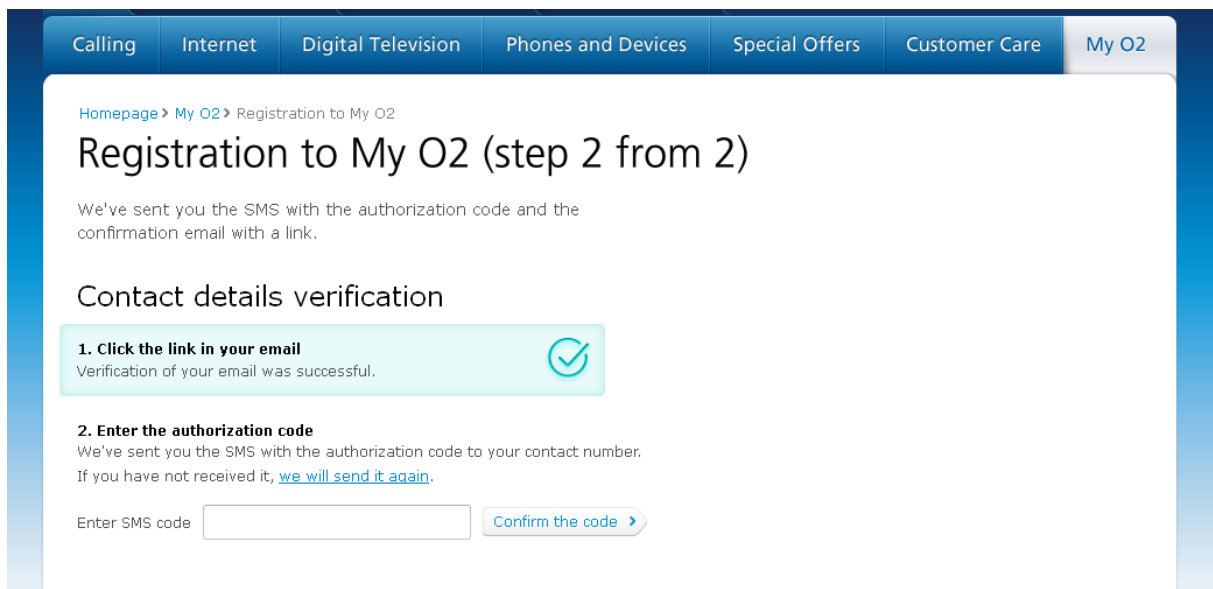
1. Click the link in your email
Open your email box.
Open the email, we have just send you and click the authorization link.

2. Enter the authorization code
We've sent you the SMS with the authorization code to your contact number.
If you have not received it, [we will send it again.](#)

Enter SMS code

1. Click the link we emailed

We'll send a link to your email. Click on the link so we can verify your email.




Calling Internet Digital Television Phones and Devices Special Offers Customer Care My O2

Homepage > My O2 > Registration to My O2

Registration to My O2 (step 2 from 2)

We've sent you the SMS with the authorization code and the confirmation email with a link.

Contact details verification

1. Click the link in your email 
Verification of your email was successful.

2. Enter the authorization code
We've sent you the SMS with the authorization code to your contact number.
If you have not received it, [we will send it again.](#)

Enter SMS code

2. Fill in the authorization code

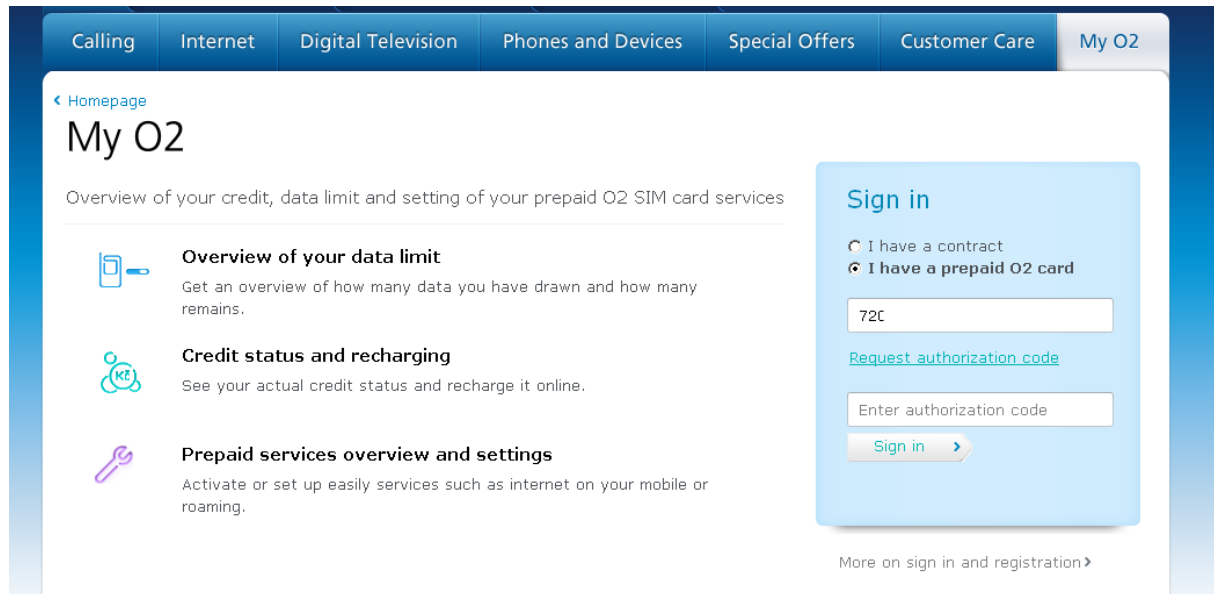
Once we've verified your email, we'll text an authorization code to your mobile. Once you receive it, add it to the form. Then click on **Confirm code**.

3. Registration is complete. A confirmation email will then be sent to your contact email address. You can now log into My O2.

5. My O2 Login

Logging into My O2 is different for prepaid customers and customers with a contract.

Login if you have prepaid

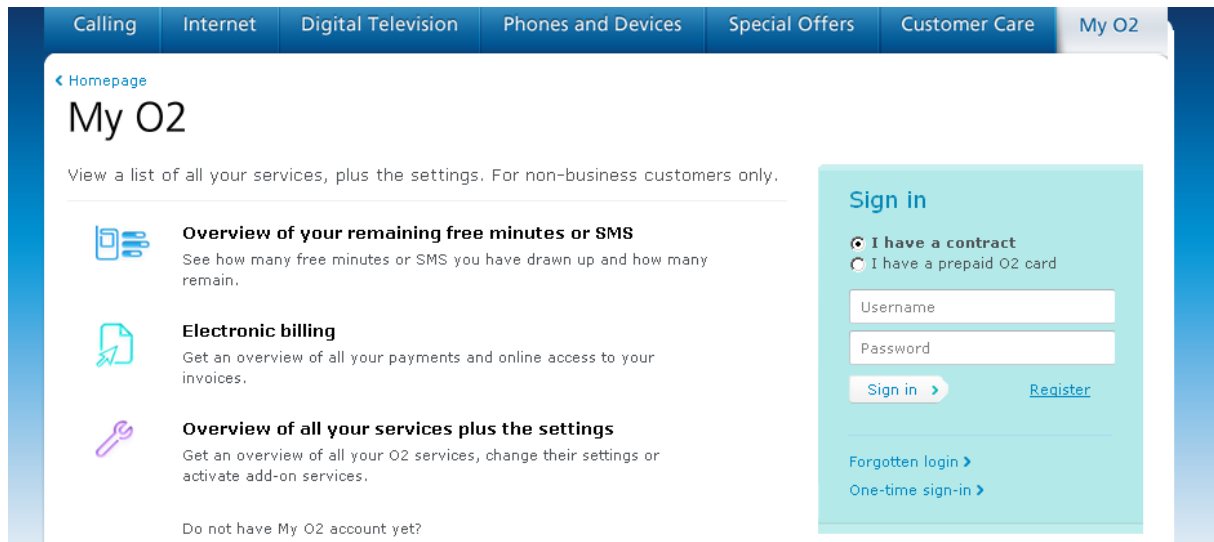


The screenshot shows the 'My O2' login page. At the top, there is a navigation bar with tabs for 'Calling', 'Internet', 'Digital Television', 'Phones and Devices', 'Special Offers', 'Customer Care', and 'My O2'. Below the navigation bar, the page title is 'My O2' with a subtitle 'Overview of your credit, data limit and setting of your prepaid O2 SIM card services'. On the left, there are three service overview cards: 'Overview of your data limit', 'Credit status and recharging', and 'Prepaid services overview and settings'. On the right, there is a 'Sign in' panel with two radio button options: 'I have a contract' and 'I have a prepaid O2 card'. The 'I have a prepaid O2 card' option is selected. Below the options, there is a text input field containing '720', a 'Request authorization code' link, another text input field for 'Enter authorization code', and a 'Sign in' button with a right-pointing arrow. At the bottom of the sign-in panel, there is a link 'More on sign in and registration'.

When you log in, fill in your prepaid O2 mobile number. You'll then receive an SMS with an authorization code. When you log in, you'll be able to view data and settings options for your prepaid mobile number.

The authorization code is valid for one login only. Every time you log in you have to generate a new one, and it can't be saved.

Login if you have a contract



1. Login – Standard login. You can use this if you are already registered with My O2.

- Enter your username and password, and click on Sign-in.
- When you log in you view active services, see a current billing overview, or activate electronic billing.

2. One-time sign-in – A simpler way to get into My O2 for customers with a mobile contract.

When you log in you enter your O2 mobile number. You'll then receive an SMS with an authorization code. When you log in you'll only be able to view data and settings options for the mobile number you signed in with.

The authorization code is valid for one login. Every time you log in you have to generate a new one, and it can't be saved.

Important! Have you forgotten your password or login name?
If so click on the "Forgotten login" link on My O2 login page.

5.1. Recovering your sign-in details

If you've forgotten your My O2 username or password, just fill in the ID number of one of your O2 services in the form on the sign-in detail recovery page.

Private | Entrepreneurs and Firms | Mid-sized / Large Firms | Public Administration

Calling | Internet | Digital Television | Phones and Devices | Special Offers | Customer Care | My O2

Homepage > My O2 > Sign-in details recovery

Sign-in details recovery (step 1 from 3)

You have forgotten your username or password into My O2?
To recover your sign-in details you will need the email and the phone number, you have entered in My O2 registration process.

Your contact details in My O2

Identification number

Contact email Enter your email in this form (e.g. jan.novak@seznam.cz)

[Continue >](#)

1. Fill in the identification number of one of your O2 services, plus your contact email.
2. Click on **Continue**.

A link is sent to your contact email and an authorization code is sent to the mobile phone number you entered in the registration.

Calling | Internet | Digital Television | Phones and Devices | Special Offers | Customer Care | My O2

Homepage > My O2 > Sign-in details recovery

Sign-in details recovery (step 2 from 3)

We have send you an SMS with authorization code and authorization link in an email.

1. **Click the link in the email you have received**
Open your email box.
Open the email, we have just send you and click the authorization link.
2. **Fill in the authorization code**
We have send you an SMS with authorization code.
If you have not received it, we will [send it again](#).

Enter SMS code

[Confirm the code >](#)

3. We emailed you a link to a web form. Got o this form and fill in the authorization code we texted.
4. After clicking on the **Confirm code** button your user name will be displayed.

Sign-in details recovery (step 3 from 3)

We have send you an SMS with authorization code and authorization link in an email.

Contact details verification

- 1. Click the link in the email you have received**
Verification of your email was successful.



- 2. Fill in the authorization code**
Verification of your mobile number was successful.



Your sign-in details

Username: [Go to My O2](#)

[You have forgotten your password?](#) ▾

If you forget your password:

1. On the page displaying your user name, click “You have forgotten your password?”
2. Enter a new password. Then enter it again to confirm, and click **Change your password**.

Calling | Internet | Digital Television | Phones and Devices | Special Offers | Customer Care | My O2

Homepage > My O2 > Sign-in details recovery

Sign-in details recovery (step 3 from 3)

We have send you an SMS with authorization code and authorization link in an email.

Contact details verification

- 1. Click the link in the email you have received**
Verification of your email was successful.

- 2. Fill in the authorization code**
Verification of your mobile number was successful.

Your sign-in details

Username: [Go to My O2](#)

[You have forgotten your password?](#) ▲

Enter your new password:

Confirm password:

[Change your password >](#)

6. My O2 Homepage

After successful login, the main My O2 homepage will appear.

On the left hand side of the page is the main menu for navigation. My O2's main sections are:

- **My Services**
- **Billing and Payments** (see section 7 of this manual)
- **Data and Settings** (see section 8 of this manual)

The screenshot shows the My O2 homepage with a blue navigation bar at the top containing tabs for Calling, Internet, Digital Television, Phones and Devices, Special Offers, Customer Care, and My O2. The main content area is titled 'My O2 My services' and features a list of active services: O2 NEON S (+420), Mobilní data (čas) (+420), O2 Mobilní Internet Start (+420), O2 Volání 300 (+420), and Internet Optimal (@). A right sidebar contains a 'My billing' section with a warning icon and the text 'Some invoices have not been paid' (Status as of: 01/03/2012), a 'Last invoice' table, and a 'My phone' section showing a Samsung S5360 Galaxy Y. A left sidebar menu includes options like 'Sign out', 'My services', 'Invoices and payments', 'Account settings', and 'Related links'. An 'Activate electronic billing' button is also visible in the bottom left.

Invoice Number	Amount	Period
1191787310	237 CZK	20/06/2011 - 19/07/2011
1190422713	357 CZK	20/05/2011 - 19/06/2011

My Services:

All your active services are displayed in the My Services section – fixed line services, mobile voice and data tariffs. Your line number or your mobile phone number are specified next to your tariff name.

I Do Not See My Service Here:

When you click on the “I Do Not See My Service Here” link, a form will appear. Using this form you can notify us that one of the O2 services you use is missing from the list. Fill in the requested information and click on “Send.” Someone from O2 will contact you.

Add a Service

Icons (links) to other O2 services are displayed here. They will direct you to our e-Shop.

History:

Operations that you carry out in My O2 are recorded in the History section. Operations are recorded chronologically, and next to each of them is a description of the operation, the date and time.

My Billings:

Current status of your billing is displayed in the top right hand corner. The status of your invoice can be the following: paid, or unpaid before its due date, or unpaid past its due date.

Last Billing:

When you log in we always display the last three invoices issued to you. Individual invoices show you the amount, billing period and if they have been paid.

My Phone:

You can see the type of your mobile phone and a picture of it in this section. You can activate services for it, e.g. MMS, WAP, or internet.

If you do not see a picture of your phone, you can click on the “Different Phone” link and choose your phone from the list.

O2 e-bill:

On services where you do not already have Electronic Billing, you will be given the option to activate it. (see section 7.2).

6.1. My Services – Prepaid Cards

When you click on the name of your prepaid card tariff, the following add-on services are displayed:

- Roaming
- MMS
- O2 Pokec Nadlouho
- O2 Pokec Najedno

The screenshot displays the 'O2 Nahlas' user interface. On the left, there is a navigation menu with a 'Sign out' button and a 'My services' section. The main content area is titled 'O2 Nahlas' and shows a phone icon with the number '+420'. Below this, there is a 'Credit recharge' section with a 'Voucher ID' input field and a 'Charge' button. The current credit is listed as 'CZK 120.90'. An 'Additional services' section lists several services with their status and a plus sign for more options:

Service	Status
MMS	Active
POKEC Nadlouho	Inactive
POKEC na jedno	Inactive
Roaming	O2 Eurotarif Active
Voice Mailbox	Inactive

You can:

- Activate a service
- De-activate a service
- Change settings

After you send your request, My Services is while it's processed, and you have to wait to make further requests.

6.2. My Services – Mobile Voice Services with a Contract

When you click on the name of your mobile service with a contract tariff, following information will be displayed.

1. The amount of your remaining free units for the current billing period
(This information about free units is approximate.)
2. The possibility to activate O2 Expense service
3. Additional services (including O2 Info Units and O2 Info Limit services)

The screenshot shows the O2 mobile service management interface. On the left is a navigation sidebar with options: Sign out, My services, Invoices and payments, Account settings, Related links (Mobile tariffs, Pricelist, O2 Zálaha), and Customer care (Forum, Write to us, FAQ, Technical support (CZ only), Documents and forms). The main content area is titled 'O2 NEON S' and shows a phone icon with '+420' and a 'Choose another service' dropdown. Below this, it states 'Service activated on: October 13, 2006'. A 'Current spending status' section displays 'Extra charges on top of your tariff: 0 CZK' and 'End of billing period in: 18 days (19. 3. 2012)'. A progress bar shows '0' used out of '40 free minutes' to all networks. A 'More information' link is present. The 'Additional services' section lists: Info Jednotky (Active), Info Limit (Inactive), Choose a free minutes package (Active), Choose a free SMS package (Inactive), Forwarding (Inactive), MMS (Active), Roaming (O2 Eurotarif, Active), and Voice Mailbox (Active).

[Sign out](#)

My services

Invoices and payments

Account settings

Related links

[Mobile tariffs](#)

[Pricelist](#)

[O2 Zálaha](#)

Customer care

[Forum](#)

[Write to us](#)

[FAQ](#)

[Technical support \(CZ only\)](#)

[Documents and forms](#)

O2 NEON S

+420 [Choose another service](#)

Service activated on:
October 13, 2006

Current spending status

Extra charges on top of your tariff	0 CZK
End of billing period in	18 days (19. 3. 2012)

0 You have used **0** of **40 free minutes** to all networks 40

[More information](#)

Additional services

Info Jednotky	Active +
Info Limit	Inactive +
Choose a free minutes package	Active +
Choose a free SMS package	Inactive +
Forwarding	Inactive +
MMS	Active +
Roaming	O2 Eurotarif Active +
Voice Mailbox	Active +

6.2.1. Cost control

CURRENT STATUS OF REMAINING FREE UNITS

Current spending status

Extra charges on top of your tariff	0 CZK ⓘ
End of billing period in	18 days (19. 3. 2012)

0 You have used **0** of **40 free minutes** to all networks 40



[More information >](#)

- Free units carried over from last billing period are added to free units from the current period
- Free units are displayed according to your tariff - calls, SMS or credit

O2 EXPENSE

Activation of O2 Expense service

O2 NEON S

+420720 123 456

[Vybrat jinou službu](#)



Služba aktivována od:
10. duben 2008

Aktuální stav útraty

Kontrolujte aktuální útratu
za mobilní služby

[Aktivovat >](#)



Active O2 Expense

O2 NEON S

+420

Choose another service

Service activated on:
October 13, 2006

Current spending status

Extra charges on top of your tariff **0 CZK**
End of billing period in **18 days** (19. 3. 2012)

0 You have used **0** of **40 free minutes** to all networks 40

[More information](#)

Additional services

[Info Jednotky](#) Active +

[Info Limit](#) Inactive +

With active O2 Expense service, following information will be displayed.

- The amount spent on top of your monthly fee (including VAT). Information about your expenses is approximate.
- Number of days until the end of current billing period
- Current status of your remaining free units (calls, SMS, credits)
- O2 Expense service is for free on My O2
- The service can not be deactivated
- The amount of expenses does not include your monthly fee or one-off payments. Moreover it does not reflect quantitative discount or other discounts.
- In the billing When you activate the service in the current billing period is only available information on the status of vacant units. Information about spending beyond the fee will be displayed until the next billing period.

INFO UNITS

? **Info Jednotky** Active —

Activate automatic SMS notification that will be sent to you when 80% and 100% of free minutes and SMS messages have been used up.
[More information >](#)

Receive a warning before using up existing units

Notification to the second phone number ?

Notification to email

Notification to the second email

Block settings ?

Language ?

Czech ▼

Save > [Deactivate](#)

- Automatic SMS alerts when you have used your free units can also be sent to another O2 number, and to 2 different e-mails
- SMS alerts sent to the phone number which used the free units, are charged according to the current price list
- An automatic SMS is sent when you use 80% and 100% of your free units (SMSs are sent for each type of unit separately)
- This service can be activated and deactivated, or you can change your settings

INFO LIMIT

? **Info Limit** Inactive —

Activate an automatic SMS notification that will be sent when 80% and 100% of your financial limit has been reached.
[More information >](#)

Choose a maximum amount exceeding your postpaid tariff fee that you wish to spend within the billing period ?

CZK

Notification to the second phone number ?

Notification to email

Notification to the second email

Block settings ?

Language ?

English ▾

[Activate >](#)

- An automatic SMS alert when you've reached 80% and 100% of the budget you set.
- An automatic SMS is sent when you use 80% and 100% of your free units (SMSs are sent for each type of unit separately)
- This service can be activated and deactivated, or you can change your settings

Other add-on services:

- Roaming
- Voice mail
- MMS
- Forwarding of calls

The screenshot shows the O2 NEON S mobile service management interface. On the left is a sidebar with navigation options: 'Sign out', 'My services', 'Invoices and payments', 'Account settings', 'Related links' (including Mobile tariffs, Pricelist, O2 Záloha), and 'Customer care' (including Forum, Write to us, FAQ, Technical support, and Documents and forms). The main content area displays the service name 'O2 NEON S' and the phone number '+420'. Below this, it indicates the service was activated on 'October 13, 2006'. A 'Current spending status' box shows '0 CZK' in extra charges and '18 days' remaining in the billing period. A progress bar indicates '0 of 40 free minutes' used. An 'Additional services' list includes: Info Jednotky (Active), Info Limit (Inactive), Choose a free minutes package (Active), Choose a free SMS package (Inactive), Forwarding (Inactive), MMS (Active), Roaming (O2 Eurotarif, Active), and Voice Mailbox (Active).

You can:

- Activate a service
- Deactivate a service
- Change settings

While your request is processed, My Services will be locked to further changes until it is complete.

6.3. My Services – Mobile Data Services

When you click on the name of your mobile data service tariff, the following information will be displayed:

- Name of tariff/data bundle
- FUP status
- Offer of recommended data tariffs to which you can transfer

You can:

- Activate a service
- Change settings

While your request is processed, My Services will be locked to further changes until it is complete.

[Sign out](#)

My services

Invoices and payments

Account settings

Related links

- [More about tariffs](#)
- [Pricelist](#)
- [O2 Zálaha](#)

Customer care

- [Forum](#)
- [Write to us](#)
- [FAQ](#)
- [Technical support \(CZ only\)](#)
- [Documents and forms](#)

O2 Internet v mobilu Start

+420 [Choose another service](#)

Service activated on:
July 28, 2010

Transferred data statistics

0% 50% 100%

Transferred 0% from 37.5 MB
Time period: February 29, 2012 - March 07, 2012
Data validity: March 01, 2012 14:43:02

Special offer for you

Internet on your mobile

Browse the internet or use great apps wherever you are, with internet on your mobile.
[More information >](#)

O2 Internet v mobilu **CZK 300** per month

[Activate >](#)

[Didn't find the right offer >](#)

Mobile Internet

6.4. My Services – Home Internet

When you click on your Home Internet tariff, the following add-on services are displayed:

- Fix IP
- Strážce internet (Internet Guard)

You can:

- Activate a service
- Change settings

While your request is processed, My Services will be locked to further changes until it is complete.

The screenshot displays the 'My Services' interface for 'Internet Optimal'. On the left is a navigation sidebar with options: 'Sign out', 'My services', 'Invoices and payments', and 'Account settings'. Below this are 'Related links' (Home internet, Pricelist, O2 Záloha) and 'Customer care' (Forum, Write to us, FAQ, Technical support (CZ only), Documents and forms). The main content area shows the service name 'Internet Optimal' with a user ID '@ 283' and a 'Choose another service' dropdown. Connection details include 'Connection speed' (Upload: 512 kbit/s, Download: 10240 kbit/s) and 'Protocol: PPPoE'. Under 'Additional services', 'Fixed IP address' is inactive with a plus icon, and 'Strážce internetu' is inactive with a minus icon. A description for 'Strážce internetu' states it protects kids and computers from internet threats, with a link to 'More about Strážce internetu'. Two service options are listed: 'PC Strážce Plus' for CZK 59 per month and 'PC Strážce Plus 5' for CZK 275 per month, each with a 'Download application here' link. An 'Activate' button is at the bottom.

6.5. My Services – O2 TV

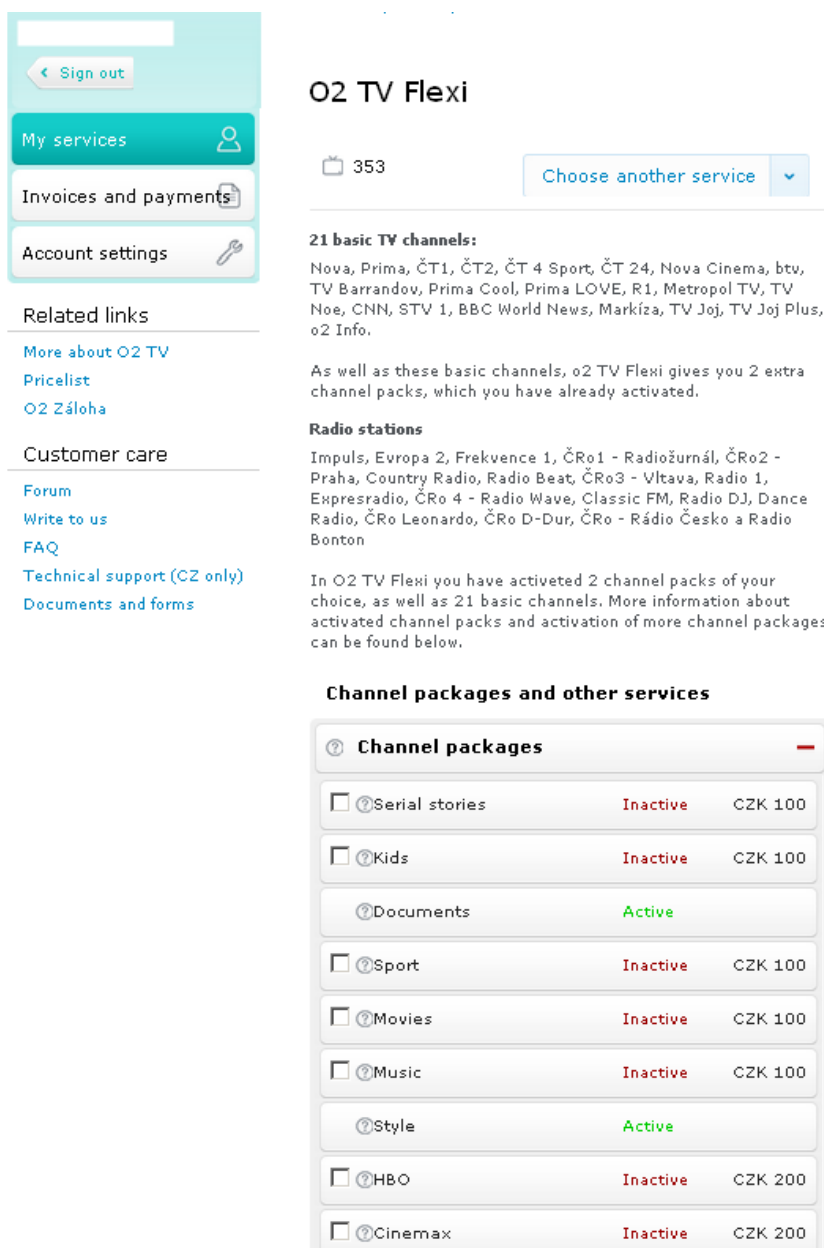
When you click on the name of your O2 TV tariff, the following add-on services are displayed:

- Genre bundles
- O2 TV archive

You can:

- Activate a service

While your request is processed, My Services will be locked to further changes until it is complete.



O2 TV Flexi

353 [Choose another service](#)

21 basic TV channels:
Nova, Prima, ČT1, ČT2, ČT 4 Sport, ČT 24, Nova Cinema, btv, TV Barrandov, Prima Cool, Prima LOVE, R1, Metropol TV, TV Noe, CNN, STV 1, BBC World News, Markíza, TV Joj, TV Joj Plus, o2 Info.

As well as these basic channels, o2 TV Flexi gives you 2 extra channel packs, which you have already activated.

Radio stations
Impuls, Evropa 2, Frekvence 1, ČRo1 - Radiožurnál, ČRo2 - Praha, Country Radio, Radio Beat, ČRo3 - Vltava, Radio 1, Expresradio, ČRo 4 - Radio Wave, Classic FM, Radio DJ, Dance Radio, ČRo Leonardo, ČRo D-Dur, ČRo - Rádio Česko a Radio Bonton

In O2 TV Flexi you have activated 2 channel packs of your choice, as well as 21 basic channels. More information about activated channel packs and activation of more channel packages can be found below.

Channel packages and other services

Channel packages		
<input type="checkbox"/>	Serial stories	Inactive CZK 100
<input type="checkbox"/>	Kids	Inactive CZK 100
<input checked="" type="checkbox"/>	Documentis	Active
<input type="checkbox"/>	Sport	Inactive CZK 100
<input type="checkbox"/>	Movies	Inactive CZK 100
<input type="checkbox"/>	Music	Inactive CZK 100
<input checked="" type="checkbox"/>	Style	Active
<input type="checkbox"/>	HBO	Inactive CZK 200
<input type="checkbox"/>	Cinemax	Inactive CZK 200

7. Billing and Payment Section

You will find **Electronic Billing** in this section.

Invoices

Overall | Invoices for fixed-line services | Invoices for mobile services

Payer reference number: Period: [Display](#)

Information as of 01.03.2012 14:51

Invoice number	Due date	Invoicing period	Payer	Total payment due (CZK)	Status	Other options
0486018129	28.07.2011	June 2011	Reference number: 20C	2 582,97	Outstanding	Download PDF Pay
0482889906	29.06.2011	May 2011	Reference number: 200C	1 601,73	Outstanding	Download PDF Pay
0479767005	30.05.2011	April 2011	Reference number: 20C	1 129,99	Settled	Download PDF
0476660229	28.04.2011	March 2011	Reference number: 200	4 469,97	Settled	Download PDF
0473559216	30.03.2011	February 2011	Reference number: 200C	4 469,97	Settled	Download PDF
0470683851	25.02.2011	January 2011	Reference number: 200	2 209,99	Settled	Download PDF
0467397675	28.01.2011	December 2010	Reference number: 200	2 297,58	Settled	Download PDF
0464331825	23.12.2010	November 2010	Reference number: 200	1 847,59	Settled	Download PDF

7.1. Basic Information about Electronic Billing

The **Electronic Billing** service enables customers to view billing for Telefónica Czech Republic, a.s. services on the internet using My O2.

Electronic billing in My O2 is designed only for **non-business customers (i.e., private customers, households)**.

If an account in My O2 is cancelled and the customer has activated Electronic Billing, the Electronic Billing service remains **active**.

To use Electronic Billing you must be **registered at My O2**.

Electronic Billing offers billing for the following services:

1. Fixed line services:
 - Home internet
 - Calling from home (fixed line)
 - Digital television – O2 TV
2. Mobile services

What you get on setting up the service:

- Access to your bills online, 24 hours a day, seven days a week, free of charge
- PDF bills automatically sent to your email address
- SMS or email to let you know your bill is ready
- SMS confirmation when you pay your bill
- Access to your bill for twelve months
- Detailed overview calls for up to two months
- Graphs and data analysis in your bill to help you compare expenses
- Detailed electronic statement of calls

Access to electronic billing is based on the level of registration:

1. **Registered My O2 user** – may activate electronic billing; allowed to change Service Settings
2. **Non-registered My O2 user** – cannot activate electronic billing via My O2 or change Settings

If a customer has multiple mobile phone numbers billed together on Electronic Billing (e.g., if one family member pays all the phonebills), the user of each phone numbers can view an overview by using a **single-use login** to My O2.

7.2. Electronic Billing Activation

You can easily activate Electronic Billing on My O2. The activation link can be found in the Billings and Payments section.

This is how My O2 main page looks to customers with inactive Electronic Billing:

Volání | Internet | Digitální televize | Telefony a zařízení | Akční nabídky | Péče a podpora | **Moje O2**

[Odhlásit](#)

Vyúčtování a platby

Údaje a nastavení

Kontaktujte nás

Často kladené dotazy

Dokumenty ke stažení

Aktivujte si O2 e-účet

Začněte využívat O2 e-účet, přináší řadu výhod. Své vyúčtování budete mít vždy po ruce on-line a zašleme vám ho i e-mailem. Zdarma získáte podrobný výpis služeb a navíc máte jistotu, že vaše vyúčtování je šetrné k životnímu prostředí.

Elektronické vyúčtování
Aktivujte si elektronické vyúčtování Vašich služeb.

[Aktivovat](#)

7.2.1. Activation of Electronic Billing for Mobile Services

You can activate Electronic Billing for each individual mobile number you have with O2.

1. First, choose which number you want billed electrically, and click Continue.

Domů | Kontakty | English

O₂ Osobní | Podnikatelé a firmy

Volání | Internet | Digitální televize | Telefony a zařízení | Akční nabídky | Péče a podpora | **Moje O2**

[Odhlásit](#)

Vyúčtování a platby

Údaje a nastavení

Kontaktujte nás

Často kladené dotazy

Dokumenty ke stažení

Aktivovat e-účet

Pro vyúčtování služeb s pevným připojením:

Karel

Pro vyúčtování mobilních služeb:

Ref.číslo

[Pokračovat](#)

V případě, že nevidíte v seznamu všechny vaše aktivované služby, kontaktujte zákaznickou linku 800 123 456, která zajistí přidání všech služeb pod váš účet na Moje O2.

Podrobný výpis zdarma
S O2 e-účtem získáte automaticky zdarma podrobný výpis služeb

2. Second, choose an Electronic Billing variant:

- Only electronic billing
- Electronic and paper billing
- Trial electronic and paper billing – for the period of two months you get both billing variants for free so that you can try Electronic Billing. As soon as this two-month period ends, we automatically switch you to electronic billing only.

If you wish to keep getting paper invoices, you can deactivate your Electronic Billing in Settings.

In this step we also ask you to enter contact data for sending information about bills. Contact information entered during the registration to My O2 is pre-filled.

3. You can then activate a detailed statement of calls for individual phone numbers.

- Detailed electronic statement is completely free.
- A detailed paper statement of costs CZK 90 with VAT. You can only order this service if you choose to get both Electronic Billing and paper billing.

Important! If you activate a detailed statement of calls for mobile services on the internet via My O2, then a detailed electronic statement of calls will be displayed in your second billing. You will not miss the detailed electronic statement of calls for the first billing, we will display it for you.

You then need to agree to our Business Terms and Conditions, and click on Activate.

O₂ Domů | Kontakty | English

Osobní Podnikatelé a firmy

Volání Internet Digitální televize Telefony a zařízení Akční nabídky Péče a podpora Moje O2

Karel [Odhlásit](#)

Vyúčtování a platby

Údaje a nastavení

Kontaktujte nás >

Často kladené dotazy >

Dokumenty ke stažení >

Aktivovat e-účet

Pro vybrané referenční číslo: : Karel I

Vyberte, pro které mobilní číslo chcete aktivovat podrobný výpis hovorů

Číslo	Elektronický 0 Kč	Papírový 90 Kč
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>

Zasílání elektronického vyúčtování na e-mail
S O2 e-účtem vám budeme automaticky zasílat vyúčtování na váš e-mail

Upozornění: Elektronický podrobný výpis hovorů se Vám z bezpečnostních důvodů zobrazí až s druhým elektronickým vyúčtováním.

[Zobrazit podmínky](#)
 Souhlasím s podmínkami

[Aktivovat >](#)

4. Your order is completed.

O₂ Domů | Kontakty | English

Osobní Podnikatelé a firmy

Volání Internet Digitální televize Telefony a zařízení Akční nabídky Péče a podpora Moje O2

[Odhlásit](#)

Vyúčtování a platby

Údaje a nastavení

Kontaktujte nás >

Často kladené dotazy >

Dokumenty ke stažení >

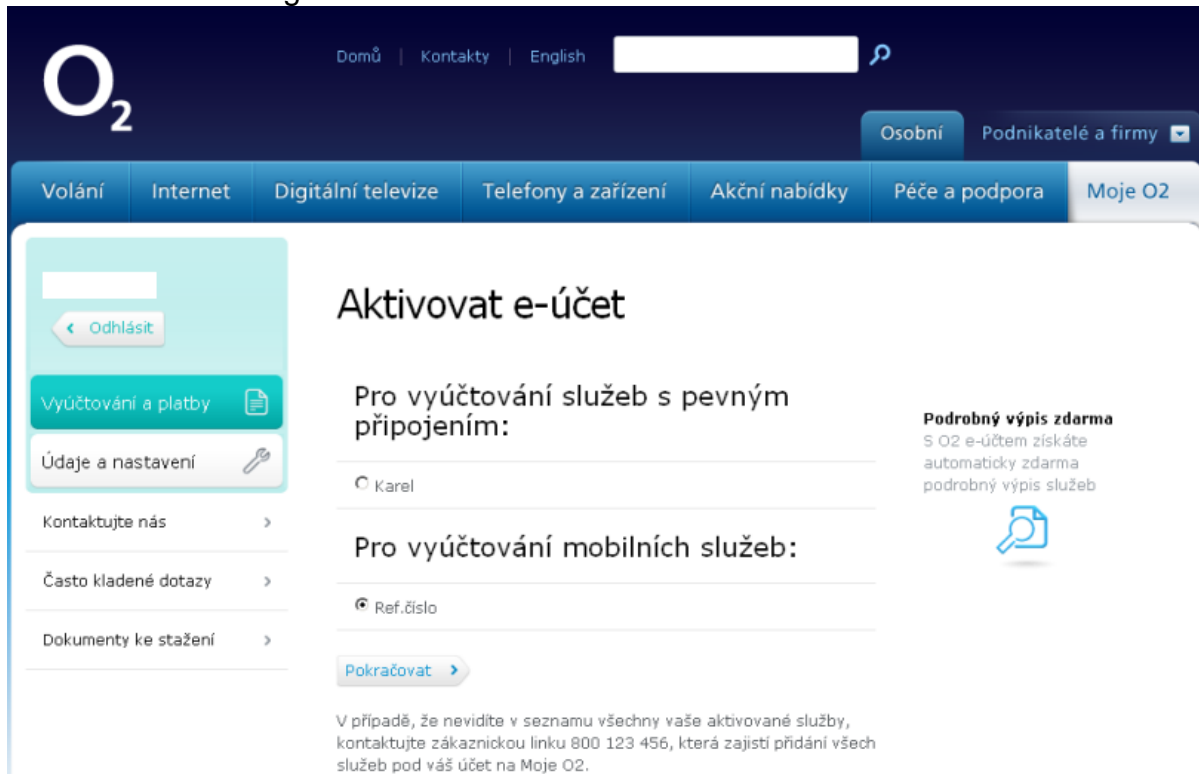
Dokončení aktivace

Aktivace byla úspěšně dokončena. Děkujeme, že jste si aktivovali e-účet.
Elektronické vyúčtování za Vaše služby Vám bude zobrazeno v dalším zúčtovacím období.

[Vyúčtování a platby >](#) [Aktivovat e-účet pro další číslo >](#)

7.2.2. Activation of Electronic Billing for Fixed Services

1. Choose billing for services with a fixed connection.



Aktivovat e-účet

Pro vyúčtování služeb s pevným připojením:

Karel

Pro vyúčtování mobilních služeb:

Ref. číslo

[Pokračovat](#)

V případě, že nevidíte v seznamu všechny vaše aktivované služby, kontaktujte zákaznickou linku 800 123 456, která zajistí přidání všech služeb pod váš účet na Moje O2.

Podrobný výpis zdarma
S O2 e-účtem získáte automaticky zdarma podrobný výpis služeb

2. Choose payer's reference number for eventual "pairing" of a fee (this step is usually omitted)
3. Choose an Electronic Billing variant:
 - Electronic Billing only – free of charge
 - Electronic Billing plus a full paper bill – CZK 20 with VAT

In this step we also ask you to enter contact data for sending information about bills (contact information entered during the registration to My O2 is pre-filled).

4. Then you can just agree with Business Terms and Conditions and click on Continue.

O₂ Domů | Kontakty | English

Osobní Podnikatelé a firmy

Volání Internet Digitální televize Telefony a zařízení Akční nabídky Péče a podpora Moje O2


Aktivovat e-účet

Vyberte si variantu vyúčtování :

Elektronické vyúčtování 0 Kč

Elektronické a papírové vyúčtování 20 Kč

Zasílání elektronického vyúčtování na e-mail
S O2 e-účtem vám budeme automaticky zasílat vyúčtování na váš e-mail



Zadejte kontaktní údaje pro zasílání informací o vyúčtování:

E-mailová adresa:

Mobilní telefonní číslo +420xxxxxxxxx:

[Zobrazit podmínky](#)
 Souhlasím s podmínkami

[Napište nám](#) >

[Často kladené dotazy](#) >

[Dokumenty ke stažení](#) >

[Odhlásit](#)

[Vyúčtování a platby](#)

[Údaje a nastavení](#)

5. Your order is completed.

O₂ Domů | Kontakty | English

Osobní Podnikatelé a firmy

Volání Internet Digitální televize Telefony a zařízení Akční nabídky Péče a podpora Moje O2

Dokončení aktivace

Aktivace byla úspěšně dokončena. Děkujeme, že jste si aktivovali e-účet.
Elektronické vyúčtování za Vaše služby Vám bude zobrazeno v dalším zúčtovacím období.

[Vyúčtování a platby](#) >

[Aktivovat e-účet pro další číslo](#) >

[Napište nám](#) >

[Často kladené dotazy](#) >

[Dokumenty ke stažení](#) >

[Odhlásit](#)

[Vyúčtování a platby](#)

[Údaje a nastavení](#)

7.3. O2 e-bill Current Customers – Transferring to My O2

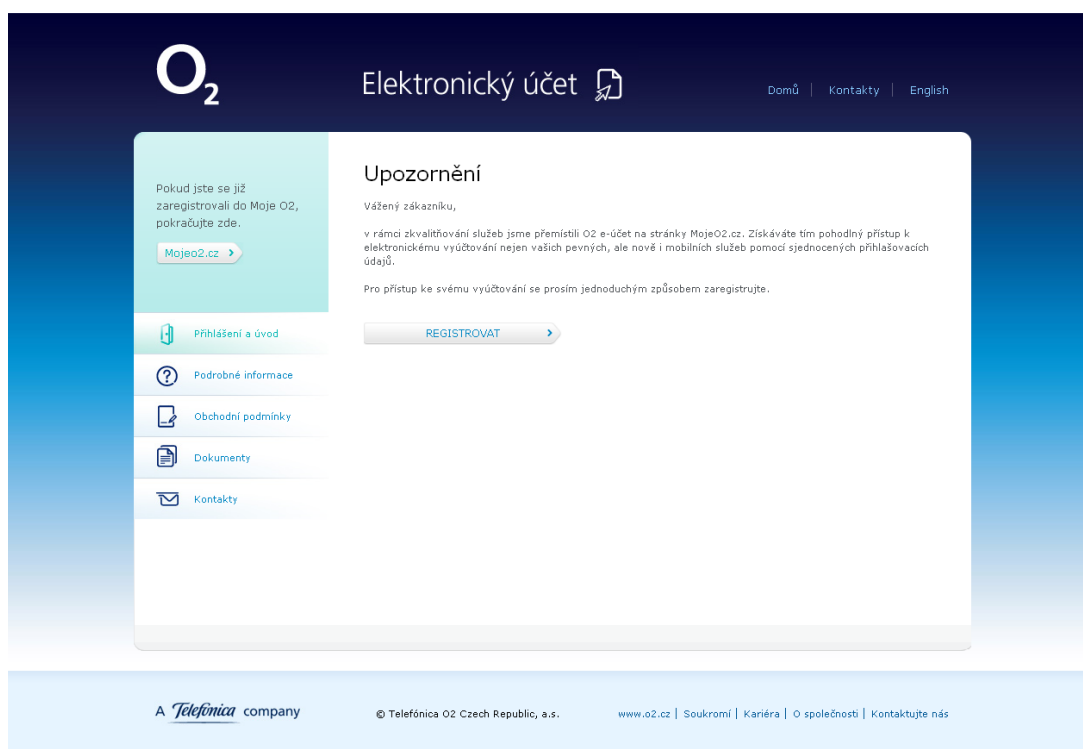
If you are a current O2 e-bill customer you'll need to transfer to My O2. Just follow these steps:

1. Using your current login data, log in at www.e-ucet.cz



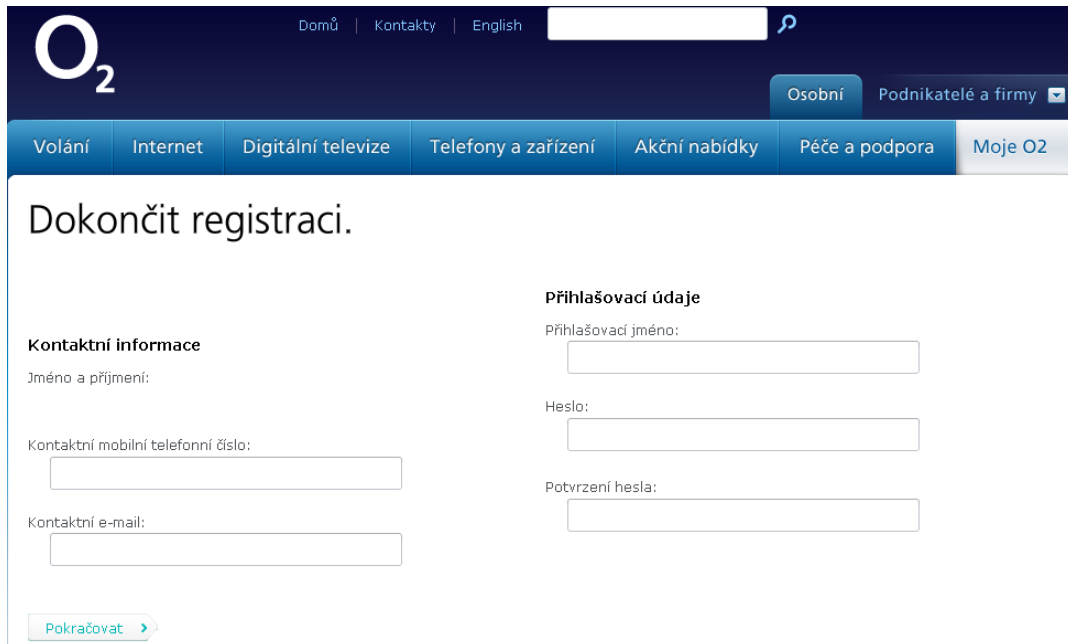
The screenshot shows the login page for 'Elektronický účet' (Electronic account) on the O2 website. The page has a dark blue header with the O2 logo and the text 'Elektronický účet' with a document icon. Below the header, there is a light blue box containing the login form. On the left side of the box, it says 'Přihlášení do e-účtu pro podnikatele a firmy' (Login to e-account for business and companies). The form has two input fields: 'Přihlašovací jméno' (Login name) and 'Heslo nebo autorizační kód' (Password or authorization code). Below the fields are two buttons: 'Zaslat autorizační kód na mobil' (Send authorization code to mobile) and 'Přihlásit' (Login). There is also an information icon (i) on the right side of the form.

2. You will then receive information about the transfer of your O2 e-bill to www.o2.cz websites, and will be asked to complete data for registration in My O2.



The screenshot shows the registration page for 'Elektronický účet' (Electronic account) on the O2 website. The page has a dark blue header with the O2 logo, the text 'Elektronický účet' with a document icon, and navigation links: 'Domů' (Home), 'Kontakty' (Contacts), and 'English'. Below the header, there is a light blue box containing a registration form. On the left side of the box, there is a sidebar menu with links: 'Přihlášení a úvod' (Login and introduction), 'Podrobné informace' (Detailed information), 'Obchodní podmínky' (Terms and conditions), 'Dokumenty' (Documents), and 'Kontakty' (Contacts). The main content area has a heading 'Upozornění' (Warning) and a sub-heading 'Vážený zákazníku,' (Dear customer,). The text below the heading says: 'v rámci zkvalitňování služeb jsme přemístili O2 e-účet na stránky MojeO2.cz. Získáváte tím pohodlný přístup k elektronickému vyúčtování nejen vašich pevných, ale nově i mobilních služeb pomocí sjednocených přihlašovacích údajů. Pro přístup ke svému vyúčtování se prosím jednoduchým způsobem zaregistrujte.' (As part of improving services, we have moved the O2 e-account to the MojeO2.cz website. You will thus gain convenient access to electronic billing not only for your fixed-line, but now also for mobile services using unified login data. For access to your billing, please register in a simple way.) Below the text is a 'REGISTROVAT' (REGISTER) button. At the bottom of the page, there is a footer with the O2 logo, the text 'Telefónica company', '© Telefónica O2 Czech Republic, a.s.', 'www.o2.cz | Soukromí | Kariéra | O společnosti | Kontaktujte nás', and 'IČ: 60199366, Praha 4, Mělník 7x, Brumlovská 266/2, PSČ: 14022'.

3. Choose a login name and password in the pre-filled form, and click on Continue.



The screenshot shows the O2 website's registration page. At the top, there is a navigation bar with the O2 logo, links for 'Domů', 'Kontakty', and 'English', a search bar, and a user profile icon. Below this is a secondary navigation bar with buttons for 'Osobní' and 'Podnikatelé a firmy'. A main navigation bar contains links for 'Volání', 'Internet', 'Digitální televize', 'Telefony a zařízení', 'Akční nabídky', 'Péče a podpora', and 'Moje O2'. The main content area is titled 'Dokončit registraci.' and is divided into two columns. The left column, 'Kontaktní informace', contains three input fields: 'Jméno a příjmení:', 'Kontaktní mobilní telefonní číslo:', and 'Kontaktní e-mail:'. The right column, 'Přihlašovací údaje', contains three input fields: 'Přihlašovací jméno:', 'Heslo:', and 'Potvrzení hesla:'. At the bottom left of the form is a 'Pokračovat >' button.

Registrace

Pro potvrzení registrace klikněte na odkaz v e-mailu, který vám byl právě zaslán na vaši e-mailovou adresu. Pokud se vám tento mail nezobrazí v přijaté poště, zkontrolujte si složku nevyžádané pošty.

Po kliknutí na uvedený odkaz budete požádáni o dokončení poslední části registrace.

4. An email with an activation link will be sent to the email address you entered. When you click on the link you will be able to request an authorization code, which will be sent to your contact phone number. Your registration to My O2 will then be complete.

Registrace

Zaslání autorizačního kódu:

Klikněte na tlačítko "Zaslat autorizační kód". V SMS zprávě vám vzápětí přijde na váš kontaktní telefon devítimístný kód.

Zaslat autorizační kód >

Zadání autorizačního kódu:

Zadejte autorizační kód, který jste obdrželi v SMS zprávě.

Např.: 123,456,789

Dokončit registraci >

5. You can now log into [My O2](#) with your new login data.

7.4. Billing and Payments

Overall billing

You will find all your electronic bills for mobile services and fixed line services in this section.

Each invoice contains:

- Invoice number (if it is billing for mobile or fixed services)
- Due date
- Billing period
- Payer
- Amount due
- Status – paid or unpaid
- Link to download the bill in PDF
- Link to a more detailed bill

A list of all invoices can be filtered by period. You have the option to display a graph where you can compare the overall amounts billed in individual periods. You can also export a list of invoices to Excel. There is also a link to report if you have paid the bill, but it is still registered as unpaid.

The screenshot displays the 'Invoices' section of a user interface. On the left is a navigation sidebar with options like 'Sign out', 'My services', 'Invoices and payment', 'Account settings', 'Related links', and 'Customer care'. The main content area is titled 'Invoices' and includes tabs for 'Overall', 'Invoices for fixed-line services', and 'Invoices for mobile services'. Below the tabs are filters for 'Payer reference number' and 'Period', followed by a 'Display' button. A timestamp indicates the information is as of 01.03.2012 14:51. The main part of the page is a table listing several invoices with their respective details and actions.

Invoice number	Due date	Invoicing period	Payer	Total payment due (CZK)	Status	Other options
0486018129	28.07.2011	June 2011	Reference number:20C	2 582,97	Outstanding	Download PDF Pay
0482889906	29.06.2011	May 2011	Reference number:200	1 601,73	Outstanding	Download PDF Pay
0479767005	30.05.2011	April 2011	Reference number:20C	1 129,99	Settled	Download PDF
0476660229	28.04.2011	March 2011	Reference number:200	4 469,97	Settled	Download PDF
0473559216	30.03.2011	February 2011	Reference number:200C	4 469,97	Settled	Download PDF

7.4.1. Billing for Fixed Services

The Billing for Fixed Services tab will take you to an overview of billings for services with a fixed connection – i.e., fixed line, Home Internet, and O2 TV.

Záložka Vyúčtování pevných služeb vás odvede na přehled vyúčtování pouze služeb s pevným připojením – pevná linka, Internet na doma, O2 TV.

In this tab you'll find the same functionalities as in the Overall Billings tab.

With billing for fixed lines you'll also find:

- Preliminary billing – this contains information about the status of bill for the current period, but it is not a final bill. You will receive the final bill in a standard way at the start of the following month.
- Hide numbers – this function enables you to hide specific phone numbers in your call list.

[Sign out](#)

My services

Invoices and payment

Account settings

Related links

[O2 Záloha](#)

Customer care

[Forum](#)

[Write to us](#)

[FAQ](#)

[Technical support \(CZ only\)](#)

[Documents and forms](#)

Invoices

[Overall](#) [Invoices for fixed-line services](#) [Invoices for mobile services](#)

Payer reference number Period

Payer reference number Period [Display](#)

Information as of 01.03.2012 14:51

Invoice number	Due date	Invoicing period	Payer	Total payment due (CZK)	Status	Other options
0486018129	28.07.2011	June 2011	Reference number: 2000: <input type="text"/>	2 582,97	Outstanding	Download PDF
0482889906	29.06.2011	May 2011	Reference number: 2000: <input type="text"/>	1 601,73	Outstanding	Download PDF
0455209341	29.09.2010	August 2010	Reference number: 2000: <input type="text"/>	578,15	Settled	Download PDF
0452403139	30.08.2010	July 2010	Reference number: 2000: <input type="text"/>	582,11	Outstanding	Download PDF

Prices are in CZK (with VAT)

[Display graph >](#) [Download XLS](#)

 [Display](#)

Configure your invoices to suit your needs
[Invoice configuration >](#)

Are any of your payments missing from the overview?
[Report a payment >](#)

Do you want to see information for this billing period?
[Current billing period >](#)

Do you want to hide certain numbers in the detailed log?
[Hide numbers >](#)

7.4.2. Billing for Mobile Services

The Billing for Mobile Services tab will take you to an overview of bills for mobile services. It works a lot like Overall Billings.

[Sign out](#)

[My services](#)

[Invoices and payments](#)

[Account settings](#)

Invoices

Payer reference number Period [Display](#)

Information as of 01.03.2012 14:39

Invoice number	Due date	Invoicing period	Payer	Total payment due (CZK)	Status	Other options
1191787310	05.08.2011	July 2011	Reference number:360	237,52	Outstanding	Download PDF
1190422713	07.07.2011	June 2011	Reference number:360	357,78	Settled	Download PDF

Prices are in CZK (with VAT)

[Display graph](#) [Download XLS](#)

[Display](#)

Configure your invoices to suit your needs
[Invoice configuration](#)

Are any of your payments missing from the overview?
[Report a payment](#)

7.5. Billing Detail

You will see an overview of your bills, and can view any of them by clicking on the billing number.

7.5.1. Billing Detail for Fixed Services

You can find out how much has been spent on calls to a specific number on your detailed bill. You can also click on the overall sum and get “Overview of Fees”, with a detailed statement for a phone number based on activated services. The “Detailed Statement of Calls” section makes it possible to view a detailed statement of calls, Home Internet, and O2TV by clicking on it.

You’ll find a link to download your billing in PDF, and an explanation of billing. You can download payment data to your Microsoft Excel program, or you can view this data in a graph.

[Sign out](#)

[My services](#)

[Invoices and payments](#)

[Account settings](#)

Related links

[O2 Zálaha](#)

Customer care

[Forum](#)
[Write to us](#)
[FAQ](#)
[Technical support \(CZ only\)](#)
[Documents and forms](#)

Invoice no. 0486018129

Payer reference number: 2000 Period: 01.06.2011-30.06.2011 [Display](#)

Invoice summary


Product number	One-time charges	Recurring charges	Usage charges	Credits and discounts	Total (CZK without VAT)	Detailed statement
Payer level charges	150,00	0,00	0,00	0,00	150,00	
35:	0,00	667,49	0,00	0,00	667,49	ADSL

Tax overview

Price total without VAT in CZK (20%)	817,49
VAT in CZK (20%)	163,50
Total price without VAT	817,49
Total price with VAT	980,99

Total:

Outstanding invoices from previous periods	1 601,98
Payment due (CZK):	2 582,97

[Billings to be paid](#)  [Pay](#)

7.5.2. Billing Detail for Mobile Services

You can find out how much has been spent on calls to a specific number in the overview of Phone Numbers section. You can click through to “Overall Account” and “Detailed Statement of Calls.”

Overall overview of services gives you a breakdown of the cost of calls to each phone number on the invoice. On this page you will also find information on payment of bills, a list of arrears, overpayments, and guarantees.

You can download your bill in PDF. If anything on the bill is not clear, you can download an explanation of the bill.

[Sign out](#)

[My services](#)

[Invoices and payments](#)

[Account settings](#)

Related links

[O2 Záloha](#)

Customer care

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[Documents and forms](#)

Invoice no. 1191787310

Payer reference number: 360 Period: 20.06.2011-19.07.2011 [Display](#)

Phone numbers on your account

Phone number	Tariff	Price with VAT	Invoice summary
606	O2 NEON S	237,52	Display

[Download XLS](#) | [Download PDF](#)

Total summary of O2 mobile services


	VAT rate	CZK without VAT
Volání	20 %	27,99
Zprávy	20 %	36,60
Pravidelné poplatky	20 %	133,34

Tax overview

Celkový základ pro DPH 20 %	197,93
Celkem 20 %	39,59
Služby elektronických komunikací za běžné období vč. DPH:	237,52

Total

Total payment due	237,52
--------------------------	---------------

Billings to be paid 

[Pay](#)

7.6. Detailed Service Statement

Here you can find out whether you called from a fixed line or a mobile phone. You can see a list of downloaded films from Video on Demand, and an overview of data downloaded via Home Internet.

7.6.1. Detailed Statement for Fixed Services

- Detailed list of calls
- Detailed list of data downloaded via Home Internet
- Detailed list of films downloaded from Video on Demand of O2TV

[Sign out](#)

[My services](#)

[Invoices and payments](#)

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Related links

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ADSL session overview

[Charge](#)
[Calling](#)
Internet
[Digital TV](#)

Filtering: Period: [Display](#)

Subscriber number	Date	Time	Destination	Volume (kB)	Connection time	Duration
35	01.06.2011	00:02:47	downstream + upstream	401 334	24:00:01	24:00:01
35	02.06.2011	00:02:48	downstream + upstream	505 942	21:00:01	21:00:01
35	02.06.2011	21:02:49	downstream + upstream	219 845	03:00:00	03:00:00
35	03.06.2011	00:02:49	downstream + upstream	513 962	16:20:00	16:20:00
35	03.06.2011	16:22:49	downstream + upstream	297 776	07:40:01	07:40:01
35	04.06.2011	00:02:50	downstream + upstream	509 282	11:50:01	11:50:01

7.6.2. Detailed list of calls, SMSs, and data downloaded to a mobile phone number

[Sign out](#)

[My services](#)

[Invoices and payments](#)

[Account settings](#)

Related links

[O2 Zálaha](#)

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[Technical support \(CZ only\)](#)

[Documents and forms](#)

Summary bill for 606

Filtering: Period: [Display](#)

Summary information

Tariff:	O2 NEON S
Reference number:	360
Assigned billing period:	20.06.2011 - 19.07.2011
Issue date:	20.07.2011
Detailed paper bill:	not ordered
Detailed electronic bill:	not ordered

Regular payments

	Amount	VAT rate	price without VAT
Sleva O2 Internet / O2 TV	20.06. - 28.06.	20 %	-25,00
O2 NEON S	20.06. - 19.07.	20 %	250,00

7.7. Billing Settings

A link to “Your Billing Settings” can be found on the “My Billings and Payments” page under the list of invoices. Only users who are fully registered can carry out changes in the electronic billing section.

Billing Settings lets you:

- 1) Change version of your Electronic Billing
- 2) Activate or deactivate electronic billing of mobile or fixed services
- 3) Set up notifications for bills:
 - For mobile and fixed service bills you can enter one mobile phone number and one email address where you will be contacted
 - You can request copies of your bills via email and SMS notification of the bill
 - You can also receive email notifications about new bills, or data needed for payment via SMS

Billing settings

Choice of statement variant	Electronic billing	Electronic and paper billing	Configure detailed statements for calls	Deactivate e-bill
Ref. number: 360 Phone number:				Deactivate

If you don't see all your services, please contact Customer Care Center 800 02 02 02, which manage to add all your services under your My O2 account.

Notification settings for mobile services:

Send bills via email	Send SMS notifications about new bills
Email address <input type="text"/>	Mobile phone number: <input type="text"/>
<input type="checkbox"/> Send my bills to me in PDF format via email	<input type="checkbox"/> Send me SMS notifications of new bills by SMS
<input type="checkbox"/> Send me email notifications about new bills	<input type="checkbox"/> Send me payment information (amount, variable symbol, due date) by SMS

Save

You can receive a detailed list of calls, texts, and data downloaded for each of your phone numbers with Electronic Billing for mobile services.

Costs for detailed mobile phone statements:

- electronic – CZK 0
- paper – CZK 90

Important! If you activate a detailed online statement of calls for mobile services, for security reasons you will not receive it with your first bill, but with your second. This

statement which will cover the full period since you requested the service (i.e., the period of the first bill, as well as the second).

You will receive detailed electronic statement for fixed line automatically when you activate “Electronic Billing”.

Nastavení podrobných výpisů hovorů ✕

Vyberte formu podrobných výpisů hovorů pro jednotlivá čísla:

Podrobné výpisy pro jednotlivá čísla:

Číslo	Elektronický 0 Kč	Papírový 90 Kč
	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Upozornění: Elektronický podrobný výpis hovorů se Vám z bezpečnostních důvodů zobrazí až s druhým elektronickým vyúčtováním.

[Odeslat >](#)

7.8. Preliminary Billing

Preliminary Billing concerns bills for fixed services; Calling at Home, Home Internet, and O2TV digital television. Preliminary billing provides ongoing information about the cost of your fixed line services. It is not final. You will get the final bill with the overall cost at the start of the next month in the Billings and Payments section.

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Předběžné vyúčtování za přípojku

[Přehled poplatků](#) [Volání](#) [Internet](#) [Digitální televize](#)

Filtrování: Období: [← Zobrazit](#)

Aktuální zúčtovací období: 17.11.2010-16.12.2010

Stálé platby

	786,00 Kč s DPH
	265,00 Kč s DPH

Hovorné, data a další služby

Počet hovorů: 0	0,00 Kč	0,00 Kč s DPH
-----------------	---------	----------------------

Volné jednotky

Využití volných jednotek	Jednotky	Převod z minulého zúčtovacího období	Poskytnuté volné jednotky	Využité volné jednotky	Zbývající volné jednotky
Vnitrostátní-pevné sítě	minuty	0		0	

7.9. Payment

To reach this page click on the Pay button next to a specific bill. You will find the following on the this page:

- Information needed to pay your invoice – variable symbol, constant symbol, specific symbol, recipient's account number (O2), etc.
- We also give you the option to pay your bills via internet banking at ČSOB, Raiffeisen banka, and Poštovní spořitelna.
- When you click on icons of the above banks, you get redirected to internet banking, where a payment order is automatically pre-filled.
- Comfortable Billing – designed for ČSOB and Poštovní spořitelna clients who use electronic banking. You can pay for O2 services quickly and easily. We will send you all the data you need to pay your invoice on your O2 e-bill. To activate, simply click on the link Comfortable Billing and enter a bank account number for individual reference numbers. (Service description – see print screen).

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Platba



Platební informace

Zúčtovací období 17.09.2010 - 16.10.2010

Datum splatnosti 15.11.2010

Číslo účtu

Variabilní symbol

Specifický symbol

Konstantní symbol

IBAN

BIC (SWIFT code)

Celková částka (Kč) 1 051,00

Zaplatit vyúčtování on-line

Celkem k úhradě **1 051,00 Kč** [Změnit](#)

Doporučené způsoby platby

Platba inkasem

Hodte za hlavu starosti se složenkami a ušetřete čas, peníze i nervy s placením za telefon. Zařídte si inkasní platbu, a poplatky za služby se vám budou měsíčně odepisovat z účtu.

[Více informací >](#)

Citi karta

S O2 Citi kreditní kartou ušetříte každý měsíc 20 % na službách O2.

[Více informací >](#)

Po kliknutí na platební tlačítko vaší banky se otevře elektronické bankovníctví vybrané banky, kde po přihlášení budete mít předvyplněn příkaz k úhradě.

Zaplacenou částku uvidíte v přehledu plateb obvykle do 2-4 dnů.

V případě, že máte částku automaticky strhávanou pomocí inkasa a částka je do limitu inkasa, neplatte.

* Při platbě přes platební tlačítko ČSOB a Poštovní spořitelny je platba směřována na účet vedený u ČSOB: 6007-700103393/0300

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Nemáte aktivovaný e-účet u ostatních O2 služeb?

[Aktivovat >](#)**Komfortní vyúčtování**

Pro klienty ČSOB a Poštovní spořitelny nabízíme rychlý způsob úhrady vyúčtování.

[Více >](#)

Komfortní vyúčtování

Komfortní vyúčtování je určené klientům ČSOB a Poštovní spořitelny, kteří využívají elektronické bankovníctví. Vyúčtování za O2 služby tak vyřídíte rychle a jednoduše. Veškeré potřebné údaje k úhradě faktury vám zašleme z O2 e-účtu.

Jak to funguje:

1. Zadejte do tabulky na této stránce číslo svého účtu a stiskněte tlačítko POŽÁDAT O KOMFORTNÍ VYÚČTOVÁNÍ.
2. Od následujícího měsíce najdete platební příkaz v internetovém bankovníctví vaší banky.
3. Na stránkách internetového bankovníctví stačí v nabídce v levém sloupci kliknout na KOMFORTNÍ VYÚČTOVÁNÍ.
4. V podsekcí AKTUÁLNÍ uvidíte přehled doručených platebních předpisů.
5. Platební předpis si můžete zobrazit v souboru formátu PDF.
6. Následně po kliknutí na konkrétní platební předpis se automaticky vyplní příkaz k úhradě. Úhradu pak jen potvrdíte.

Pokud byste komfortní vyúčtování nechtěli používat, stačí odebrat číslo účtu z tabulky.

Referenční číslo plátce (jméno plátce)	Číslo bankovního účtu	Smazat
	177109773/0300	

Referenční číslo plátce (jméno plátce)

Číslo bankovního účtu

 - / [Požádat o komfortní vyúčtování](#)

7.10. Hide Numbers in the Detailed Statement

The “Hide Numbers in Detailed Statement” service is only for bills for fixed services. It lets you to hide selected numbers in the detailed statement of your calls.

The screenshot shows the O2 web portal interface. At the top, there is a navigation bar with tabs: Volání, Internet, Digitální televize, Telefony a zařízení, Akční nabídky, Péče a podpora, and Moje O2. The main content area is titled "Zakrývání čísel" (Number Masking). Below the title, there is a description: "Funkce zakrývání čísel slouží k skrytí vybraných čísel v podrobném výpisu hovorů z důvodu ochrany soukromí." (The number masking function is used to hide selected numbers in the detailed call log for privacy reasons). The "Nastavení zakrývání čísel" (Number Masking Settings) section contains three radio button options: "Zrušit zakrývání" (selected), "Zakrýt veškerá čísla" (Mask all numbers), and "Zakrýt pouze vybraná čísla:" (Mask only selected numbers:). Under the third option, there is a checkbox and the number "517333482". A "Potvrdit" (Confirm) button is located below the settings. At the bottom of the settings section, there is a link: "Stáhnout zakrytá čísla máte možnost ve [Stahování dat](#)" (You have the option to download masked numbers in [Data Download](#)). On the left side of the page, there is a sidebar with navigation links: "Odhlásit" (Logout), "Vyúčtování a platby" (Billing and Payments), "Údaje a nastavení" (Data and Settings), "Napište nám" (Write to us), "Často kladené dotazy" (Frequently Asked Questions), and "Dokumenty ke stažení" (Downloadable Documents). There is also a section for "Elektronické vyúčtování" (Electronic Billing) with a link to "Aktivovat" (Activate).

7.11. Report a Payment Already Made

If you have already paid your bill, but the payment is not appearing in your online overview, this function lets you report the payment. We'll then quickly process it.

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Nezobrazuje se vám provedená platba?

Vyberte platbu, u níž se nezobrazuje údaj o úhradě (Krok 1/2)

	Variabilní symbol (číslo faktury)	Specifický symbol (ref. číslo plátce)	Datum splatnosti	Částka faktury
Vybrat			15.11.2010	1 051,00

Provedli jste již platbu, ale nevidíte ji v sekci Vyúčtování a platby? Vyberte tuto platbu kliknutím na odkaz "Vybrat" a pokud platbu v seznamu nevidíte, klikněte na tlačítko Pokračovat a zadejte požadované údaje.

[Pokračovat](#)

Nezobrazuje se vám provedená platba?



Zadejte údaje o platbě (Krok 2/2)

Způsob úhrady	<input type="text" value="Příkaz k úhradě"/>
Číslo účtu plátce	<input type="text"/>
Kód banky plátce	<input type="text"/>
Částka	<input type="text"/>
Variabilní symbol (číslo faktury)	<input type="text"/>
Specifický symbol (ref. číslo plátce)	<input type="text"/>
Konstantní symbol	<input type="text"/>
Datum (DD.MM.RRRR)	<input type="text"/>
Číslo účtu příjemce	<input type="text"/>
Kód banky příjemce	<input type="text"/>
Komentář (max.250 znaků)	<input type="text"/>

Odeslat

7.12. Others

Cancelling Electronic Billing

If you cancel Electronic Billing you automatically start receiving paper bills. We'll still give you access your old electronic invoices. Only invoices issued in the last year will be visible.

Cancelling your My O2 Account

If you cancel your account with My O2 Electronic Billing is not automatically cancelled. You will not have access to your online invoices, but we will still send you bills by email, unless you have cancelled that service too. For online access to Electronic Billing you need to register at My O2 again.

Activating Electronic Billing by calling us or visiting our shops

If you activate Electronic Billing by calling our Careline or visiting an O2 shop, you also need to register at My O2 online. A link to My O2 will be sent to the email address you gave us when you activated Electronic Billing. It will contain instructions on how to get to your Electronic Billing.

If you want to receive Electronic Billing only...

To be eligible to receive electronic bills only (i.e., no paper bills) you must use a cash-free method (i.e., bank transfer, bank collection, SIPO payment collection system, budget account) to pay your O2 bills.

Blocking electronic billing for mobile services

If you block electronic billing for mobile services for a specific reference number, you will not be able to activate Electronic Billing in My O2.

To unblock electronic billing, please call our Customer Careline (*11 from a mobile phone, 800 123 456 from a fixed line).

8. Data and Settings Section

You will find the following on this page:

Na této stránce najdete:

- Basic information: email, mobile phone number, username.
- Password change

To change your password just enter your old password, new password and confirmation of your new password. Then click on the Change button. The password must meet the following conditions:

- At least six digits long
- Symbols from at least three of the following four groups:
 - small letters
 - capital letters
 - numbers
 - special symbols ~;!+@#\$\$%^&*()_-=<>?~./|{}[]

Example Password123 (eleven digits, a capital letter, small letters, numerals) or password_12 (small letters, a special symbol, numerals). We recommend that you do not use these examples as your own password.

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Údaje a nastavení

Osobní údaje

Jméno:

Příjmení:

Ulice:

Číslo popisné:

Město:

PSČ:

Pro změnu osobních údajů prosím kontaktujte Centrum péče o zákazníka na 800 123 456.

Nastavení vyúčtování

[Nastavení vyúčtování >](#)

- Nechte si zasílat upozornění na nové vyúčtování přes SMS nebo e-mail
- Nastavte si zaslání vyúčtování přímo na váš e-mail
- Změňte si variantu vyúčtování nebo nastavení podrobného výpisu

Přístupové údaje

Kontaktní e-mail:

Kontaktní mobilní telefonní číslo:

[Uložit >](#)

Změna hesla

Současné heslo:

Zadejte nové heslo:

Potvrďte nové heslo :

[Uložit >](#)

9. Other Links

9.1. Contact Us

When you click on this link you get to the “Write to Us” section. You can use one of four forms:

- Information
- Comments
- Claims
- Complaints

Please fill out all the requested contact information and send us your question, comment, claim, or complaint. You will be informed about successful delivery by an email sent to the address provided in the form. In a standard situation we answer your query within three working days. By law we have 30 days to respond.

9.2. Frequently Asked Questions

By clicking this link you get to the “Frequently Asked Questions” (FAQs) section, where you can get answers to common questions concerning My O2.

Please look through these questions and answers before you contact us. It will save your time and ours too.

9.3. Documents to Download

When you click on the “Documents” link you will be taken to a list of documents you may need to use MyO2, all available to download.

You will find the following in documents:

- Users manual for My O2 (the manual you are now reading)
- Business terms and conditions (current version of business terms and conditions with My O2)
- Instructions on how to import CSV files to MS Excel
- Instructions on how to import a certificate to Adobe Reader
- Root certificate of certification authority for qualified certificates I.CA

10. Logging off

When you finish using My O2, click on “Log off.” You will then return to My O2 introduction page.