i. **2Degrees - Frequently Asked Questions**

Q. I have called Biz Care on 249 but they cannot authenticate me. I need to reset my IVR pin (the 4 digit pin I use when calling Biz Care). How do I do this?

A. The Team Member will contact their Administrator. The Administrator will then request for the IVR pin to be reset by the AoG Helpdesk.

Q. I cannot log into Your2degrees as my password is not recognized. What do I do?

A. The Team Member will call Biz Care on 249 from a 2degrees sim or 0800 022 249 free from any other phone in New Zealand IF they know their IVR pin and then Biz Care will reset the password. Otherwise the Team Member will need to contact their Administrator. The Administrator will then request for the Your2degrees password to be reset by the AoG Helpdesk (and the IVR pin if required).

Q. I want to change / cancel my plan

A. The Team Member must contact the Administrator who can request through the AoG Helpdesk

Q. I need information on my plan such as allocations or pricing

A. The Team Member will call Biz Care on 249 from a 2degrees sim or 0800 022 249 free from any other phone in New Zealand. After authentication Biz Care will provide the information.

Q. I want to add / stop a Value Pack

A. The Team Member can add / stop packs themselves by calling the automated value pack line on 233, sending the text short code to 233, via Your2degrees (http://2dm.co.nz/y2d) or by speaking to a real person when calling Biz Care on 249 (please note the 500MB and 1GB national data packs are only available by the 233 text short code and by calling 249). Administrators can also request packs to be added / stopped for any Team Member via the AoG Helpdesk.

Q. I have issues with my mobile service (such as cannot make calls / cannot send sms / cannot use data)

A. Team Member will call Biz Care on 249 from a 2degrees sim or 0800 022 249 free from any other phone in New Zealand

Q. My handset has been diagnosed by Business Care as faulty. What do I do?
A. The Team Member will need to contact the Administrator who will contact the AoG Helpdesk. The Helpdesk will arrange (if appropriate) collection of the faulty device and also delivery of a loan unit.

**Q. My phone has been lost / stolen, what do I do?**

A. Team Member will call Biz Care on 249 from a 2degrees sim or 0800 022 249 free from any other phone in New Zealand. Once authenticated Biz Care will suspend the account. Team Member can also notify the Administrator who can request the suspension through ‘Your 2degrees’ (www.2dm.co.nz/y2d) or via the AoG Helpdesk.

**Q. I need to remove the lost / stolen suspension on my number, what do I do?**

A. The Team Member will need to notify the Administrator as only they have the authority to lift a suspension. The Administrator will then action the request through ‘Your 2degrees’ (www.2dm.co.nz/y2d) or via the AoG Helpdesk. If the Team Member has a new sim card (because the old one was lost / stolen) they can provide the new sim number to the Administrator at the same time.

**Q. I have lost my phone and wish to continue using my service on another sim/phone?**

A. The Team Member will just need to pick up a blank sim card either from the Administrator (stocks can be ordered via AoG Helpdesk). Alternatively, outside of business hours or if convenient a blank sim may be purchased from any 2degrees store or Dick Smiths, Harvey Norman, Warehouse Stationary (if in stock). The team member can then request their number to be transferred onto their blank sim to start using again via Bizcare, IVR pin authentication is required. Alternatively, they can request via their administrator.

**Value Pack Information:**

1. Value Pack purchases will appear on your next bill
2. Value Pack charging begins on the date of purchase
3. Some Value Packs will auto-renew until you choose to end them
4. In addition to the AoG Value Packs, standard 2degrees **Pay Monthly** Value Packs may be purchased
5. Value Packs can be purchased by all user types, Administrators, End-users and VIP’s
How to Purchase or Stop a Value Pack via SMS:

National Data Value Packs

With our National 3G Data Packs we've made it easy for you to do things on the go anywhere in New Zealand - from sending and receiving emails, to downloading important documents and connecting to the Internet.

- **50MB**: Text **BUY 50MB** to 233; Text **STOP 50MB** to 233
- **100MB**: Text **BUY 100MB** to 233; Text **STOP 100MB** to 233
- **500MB**: Text **BUY NAT500MB** to 233; Text **STOP NAT500MB** to 233
- **1GB**: Text **BUY NAT1GB** to 233; Text **STOP NAT1GB** to 233

Broadband Zone Value Packs

2degrees Mobile Broadband Zone Data Packs are perfect for heavy data users within our [Mobile Broadband Zones](#). You can buy as little or as much data as you need, and as soon as you're out, you can buy another. The larger the pack, the better the value, and the longer you have to use it.

- **1GB**: Text **BUY 1GB** to 233; Text **STOP 1GB** to 233
- **3GB**: Text **BUY 3GB** to 233; Text **STOP 3GB** to 233
- **12GB**: Text **BUY 12GB** to 233; Text **STOP 12GB** to 233

The 1GB pack is valid for 1 month and auto renews on your billing date. The 3GB pack is valid for 2 months and the 12GB pack is valid for 6 months (these packs do not auto renew). We will charge you for your Value Pack on your following billing date.

International Data Packs

- If you're in the United States or the United Kingdom and want to use data on your 2degrees phone then our International Data Packs are for you:
  - **10MB**: Text **BUY int10MB** to 233; Text **STOP int10MB** to 233
  - **50MB**: Text **BUY int50MB** to 233; Text **STOP int50MB** to 233
  - **100MB**: Text **BUY int100MB** to 233; Text **STOP int100MB** to 233

Talk Packs

- **Everyone100**: Text **BUY Every100** to 233; Text **STOP Every100** to 233
- **China120**: Text **BUY China120** to 233; Text **STOP China120** to 233
- **India120**: Text **BUY India120** to 233; Text **STOP India120** to 233
Check your Balance:

Get up to date information about your account simply by dialling *100# from your 2degrees mobile. Please note that access may vary depending on whether you are an Administrator or an End User.

Get your balance - *100*1#

To get your account balance (spend since last bill, remaining balances, etc.), simply dial *100*1# and press the 'Call' button. After a few seconds, your balances will appear on your mobile screen. Then press any button to clear the screen.

Find out your invoice due amount - *100*3#

To find how much is due on your invoice, simply dial *100*3# and press the 'Call' button. After a few seconds, your invoice due amount and next bill date will appear on your mobile screen. Then press any button to clear the screen.

Find out your remaining balances - *100*4#

To find out your remaining voice, text and data balances simply dial *100*4# and press the 'Call' button. After a few seconds, a menu will appear on your mobile screen with the following options:

- All voice minutes balances
- All messaging balances
- All data balances
- Special Rates

Just press your 'reply' or 'answer' button, choose the menu number (1, 2, 3 or 4) and press your 'reply' or 'answer' button again. You can also request these balances directly by dialing any of the following:

*100*4*1# for all voice balances
*100*4*3# for all data balances
**Voicemail:**

Here's an easy to read map of the 2degrees Voicemail options.

To access Voicemail:

- Call 202 from your 2degrees mobile in NZ.
- Call 022 202 2002 from a landline in NZ.
- Call 202 from your 2degrees mobile when roaming overseas.