

T Business

Moje firma

ADMIN GUIDE

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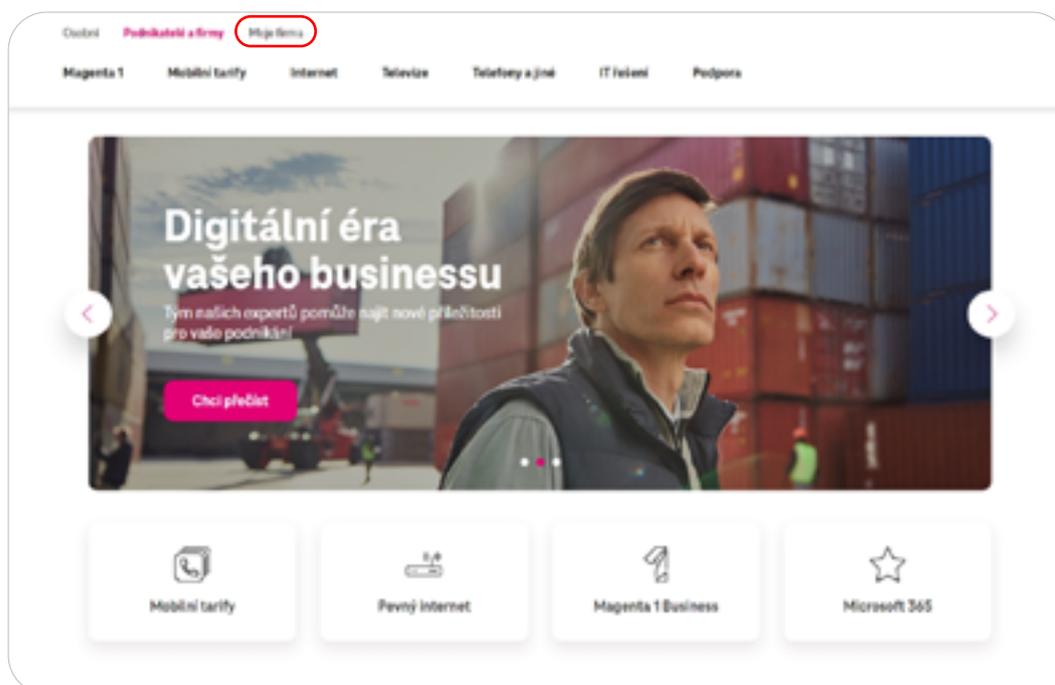
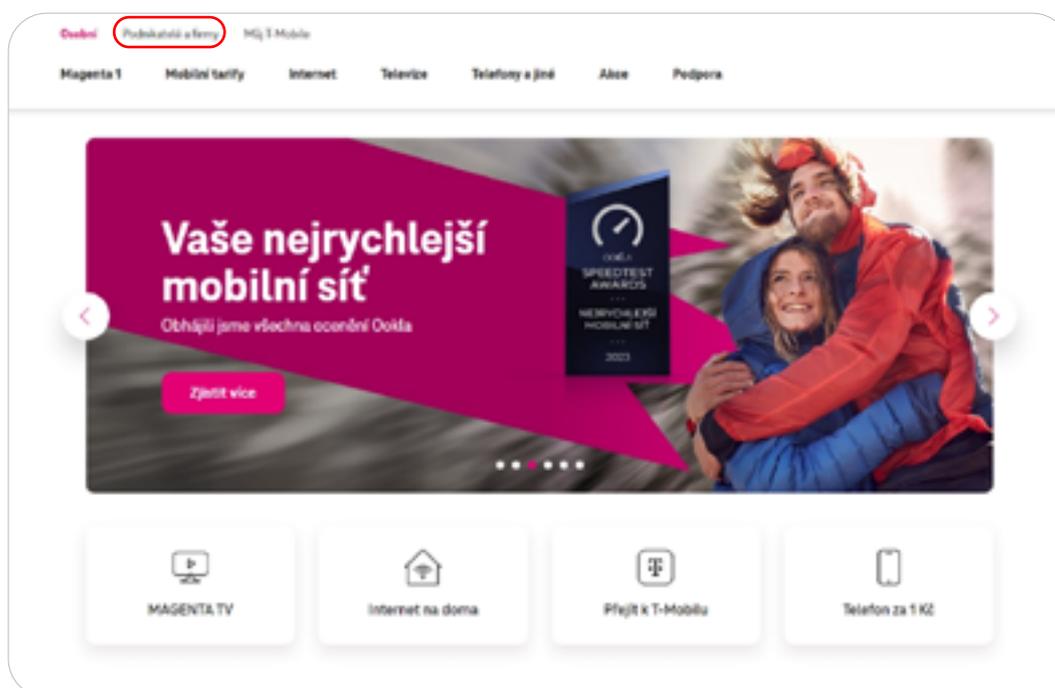
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Where to find Moje firma portal

- www.t-mobile.cz > select the **Entrepreneurs and companies** tab on the top bar; click to view the **Moje firma** tab.

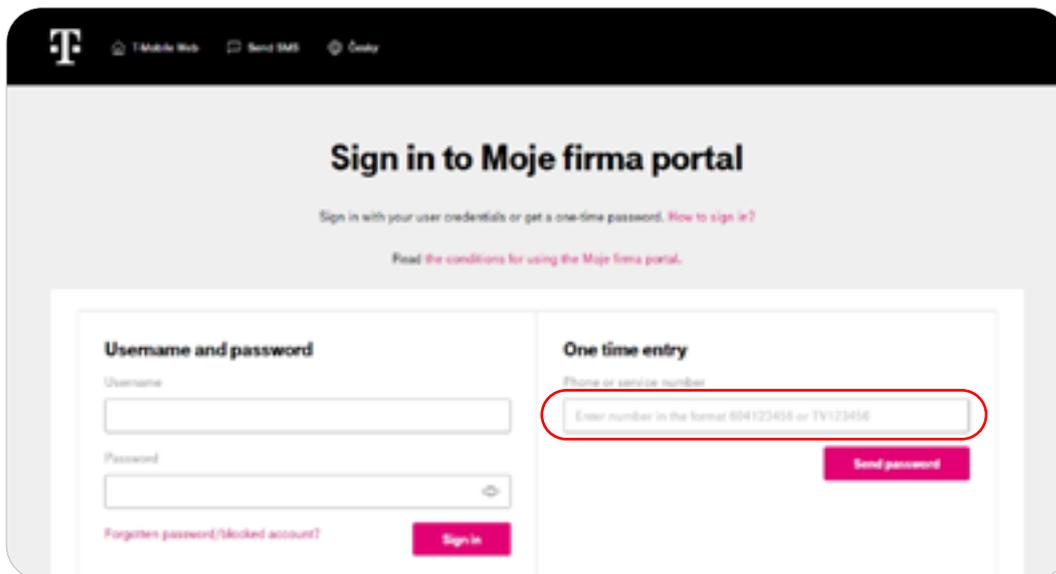


- Direct access to Moje firma portal – <https://moje-firma.t-mobile.cz>

1. Login to Moje firma portal

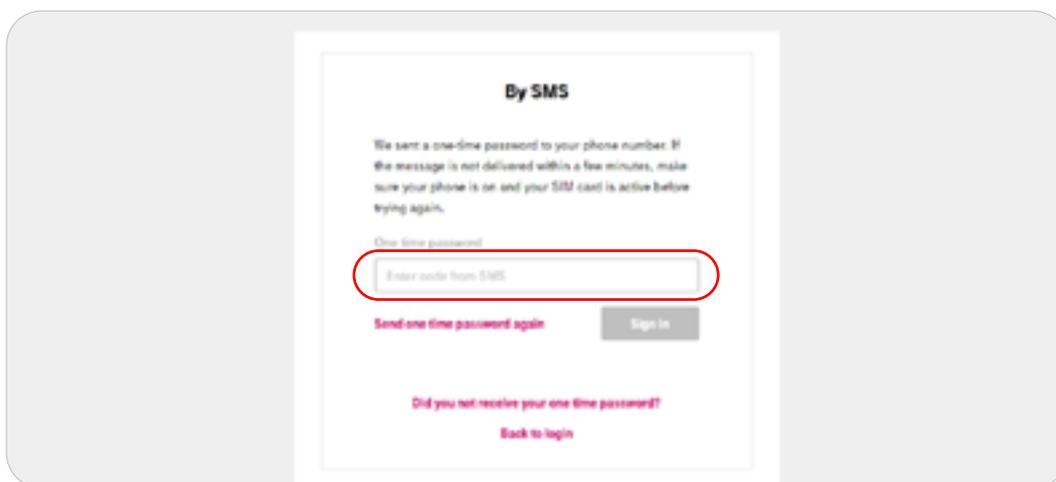
1.1. Sign in to Moje firma portal

- At www.moje-firma.t-mobile.cz enter your service number in the Single entry field. You can use this login method even if we have created a **temporary username*** for you.

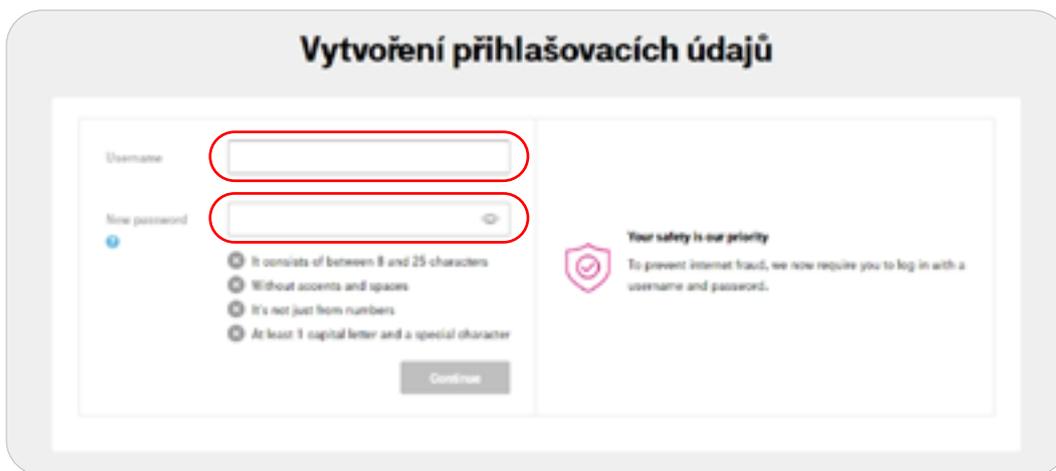


* The temporary username is used instead of a phone number or service number to sign in. We will send it to you via SMS when you create an admin role.

- We will send a **one-time verification code** (one-time password – OTP) to your phone or email. Never share this code with anyone.



- On the next page, you create a username and password to login to the portal.

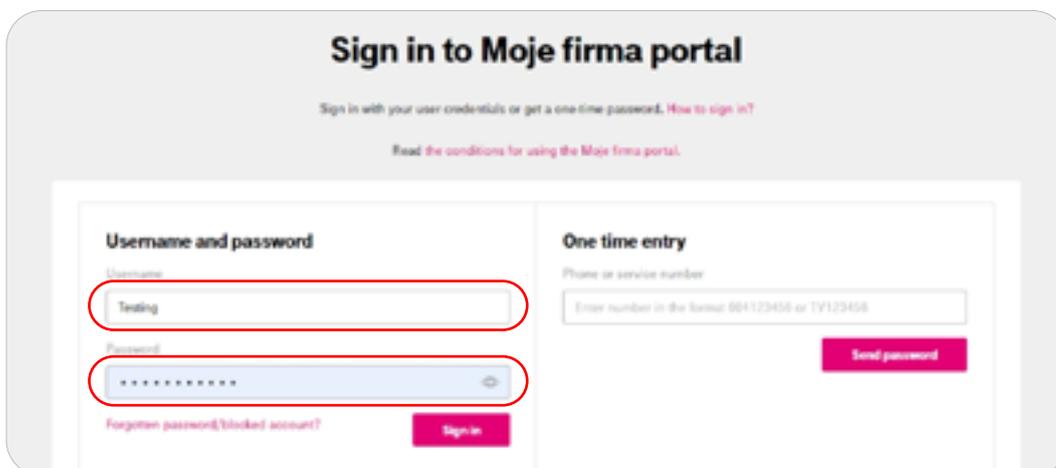


- Once you have created your details, you will not remain logged in for security reasons. You must therefore log in.

1.2. How to login to Moje firma portal

www.moje-firma.t-mobile.cz

- Log in using your username and password.

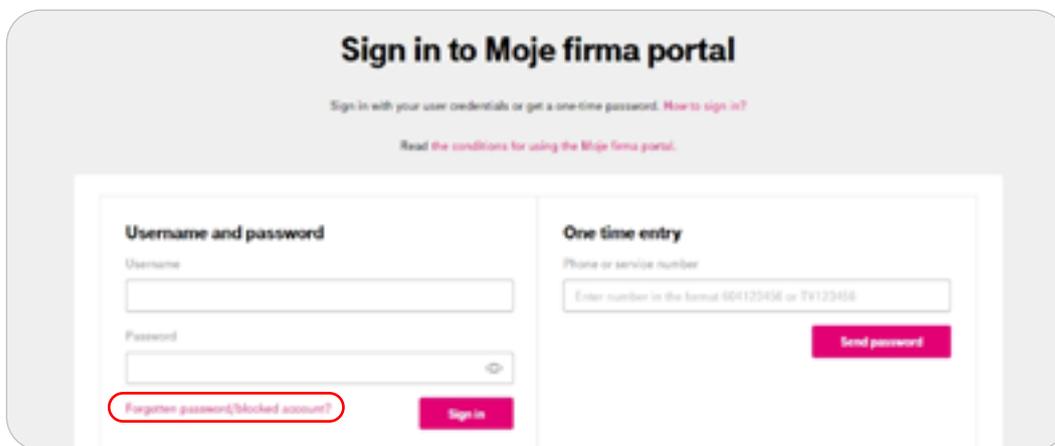


- In the next step, enter the one-time verification code that you will receive via SMS.

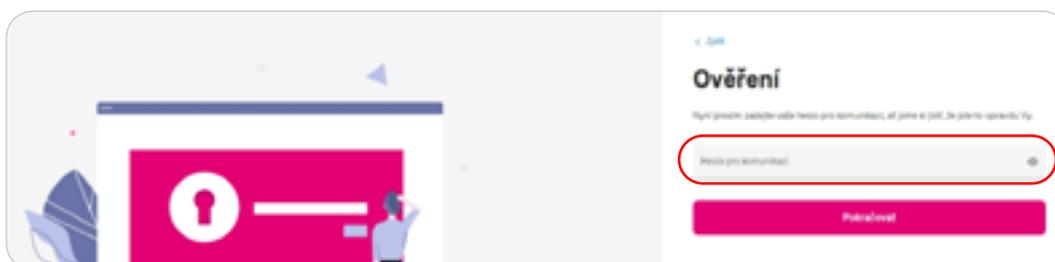
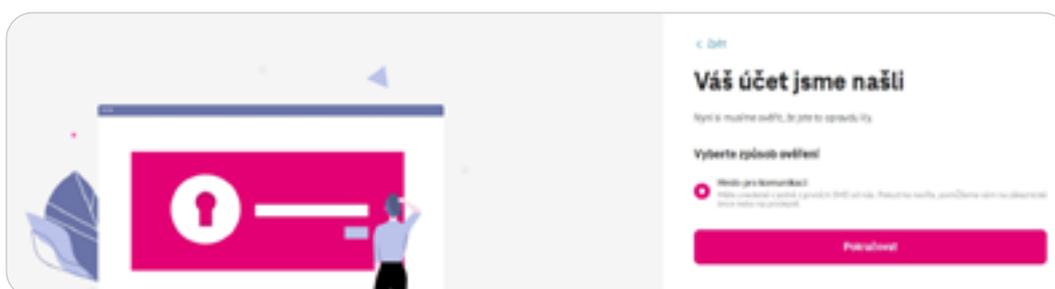
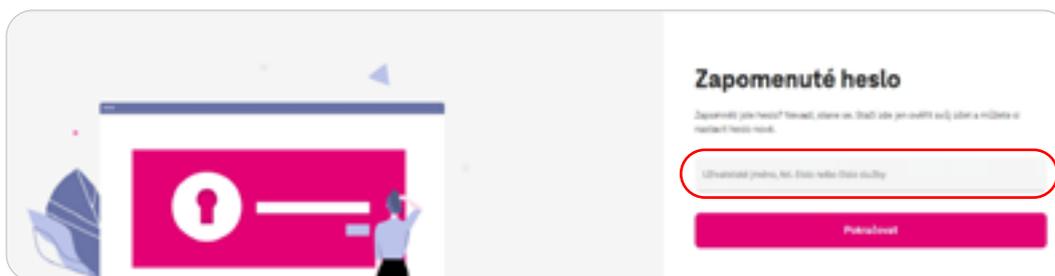


1.3. Forgotten password

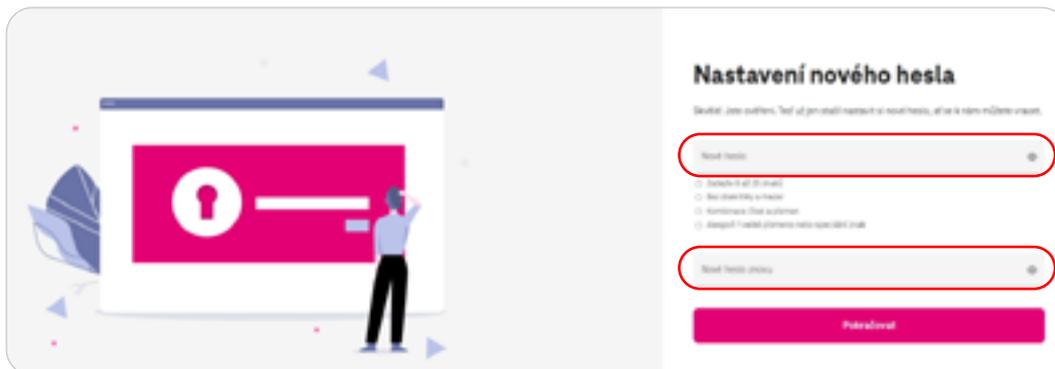
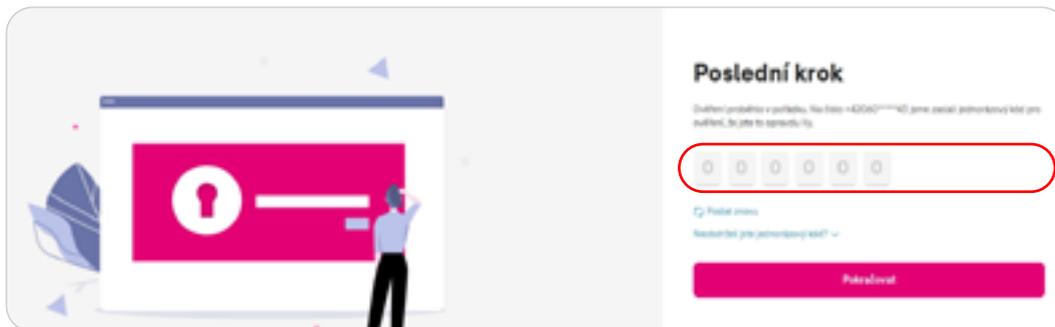
- If you don't remember your login password, you can reset it at <https://www.t-mobile.cz/zapomenute-heslo>
- You can also reset a forgotten password by clicking through from the login section of Moje firma portal



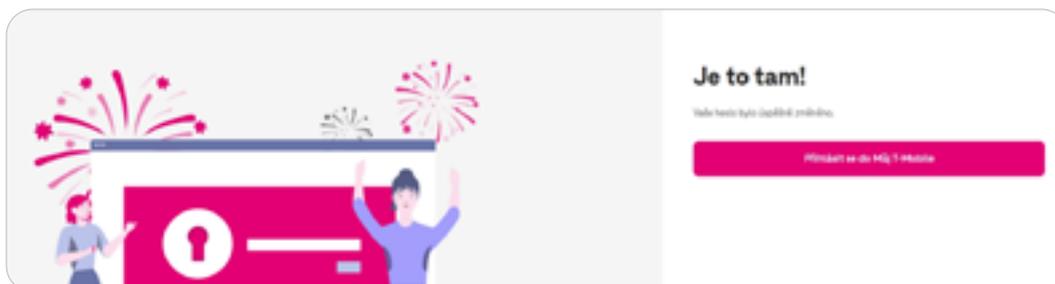
- Enter your username or phone number/service number.



- In the next step, **enter your admin password or a control question, if applicable.**



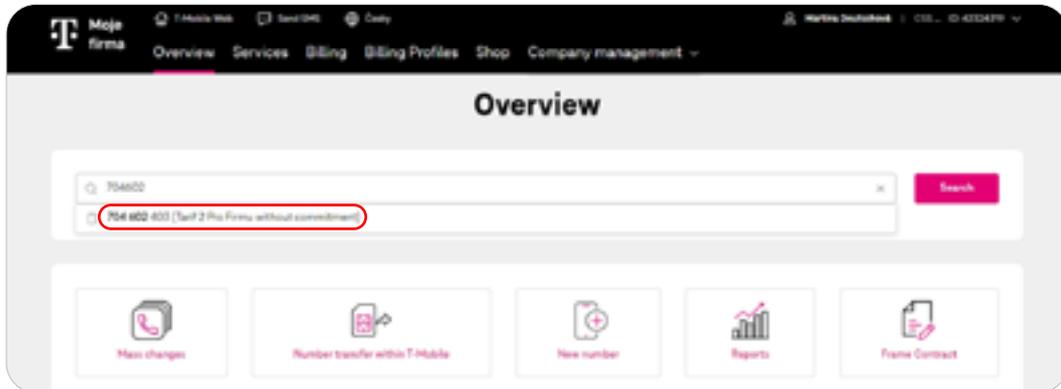
- **Copy the password from the SMS message and enter your new login password.**



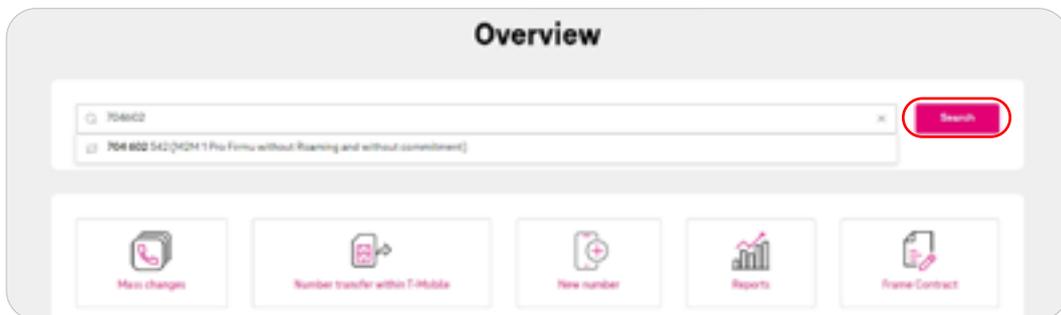
2. Service settings

2.1. How to change settings and service parameters for phone numbers

- Before making changes, first select the phone number to which your request relates.



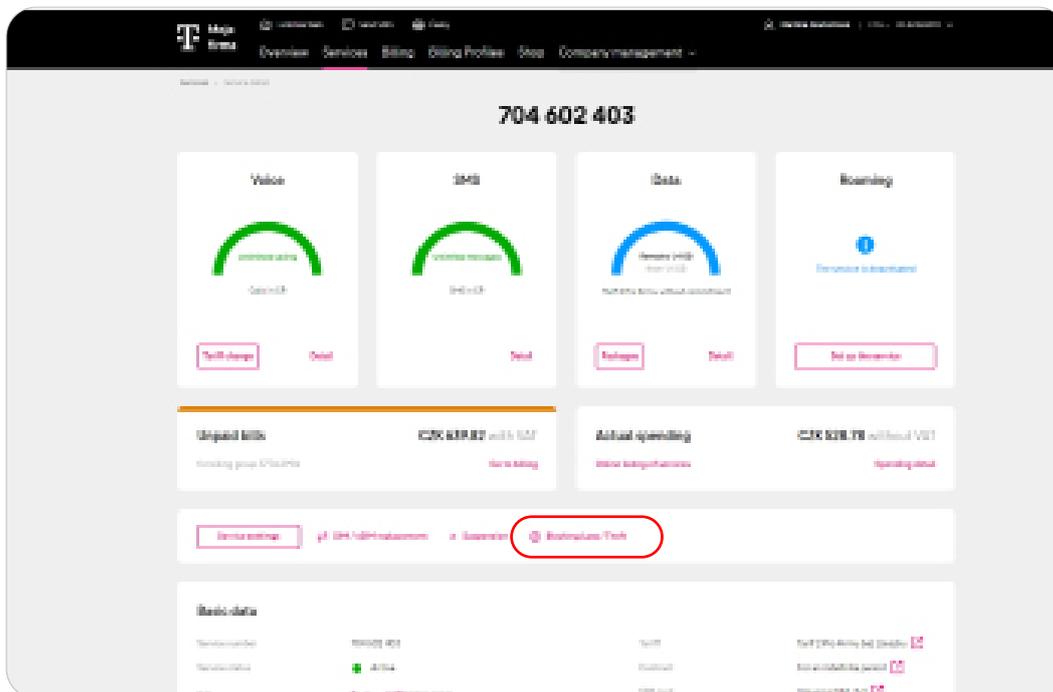
- Then click Search.



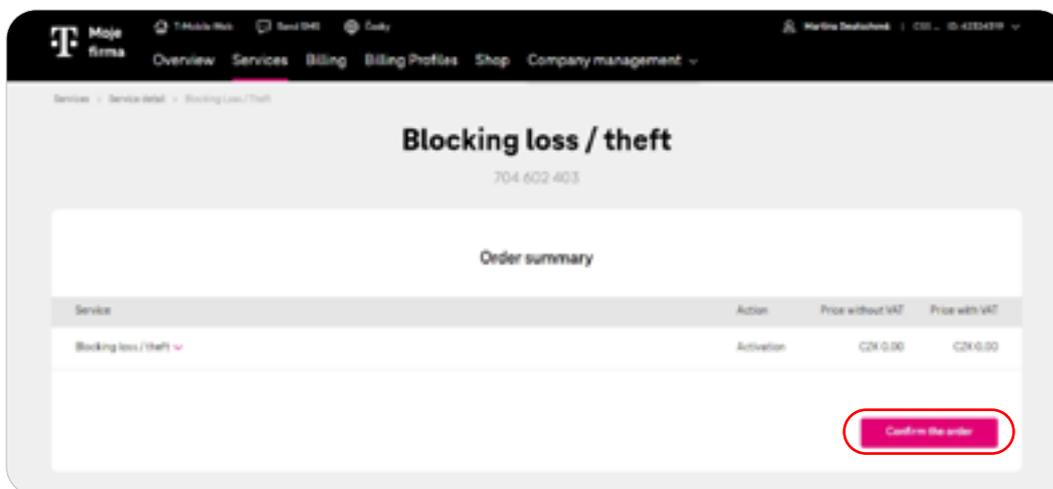
- Next, follow the relevant section of the handbook.

2.2. Blocking and unblocking – loss/theft

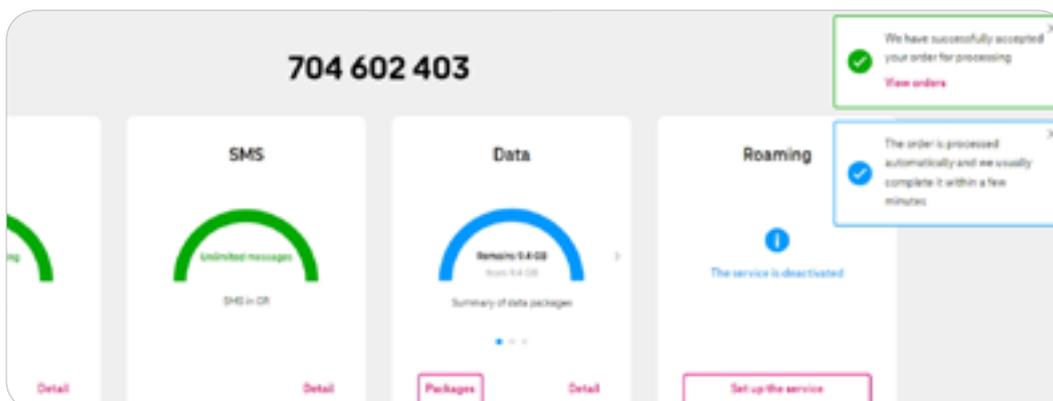
- [Find the phone number](#) you wish to block and click on **Blocking loss/theft**.



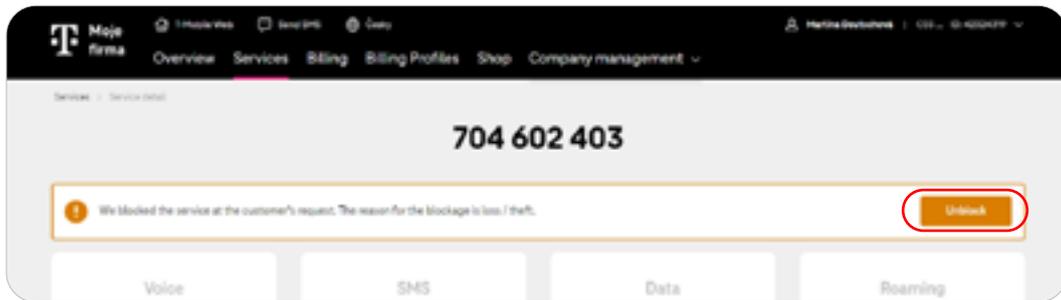
- Confirm your order.



- The order is complete.

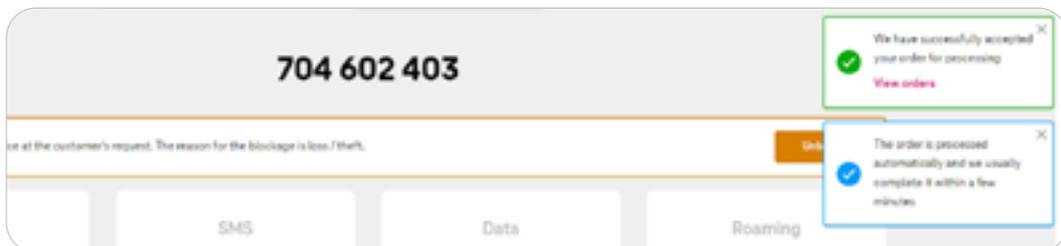


- You can see a blocking notification* for a blocked SIM card. To cancel the block, click Unblock.



* A warning that the number is blocked is displayed when the page is refreshed (CTRL+R / refresh).

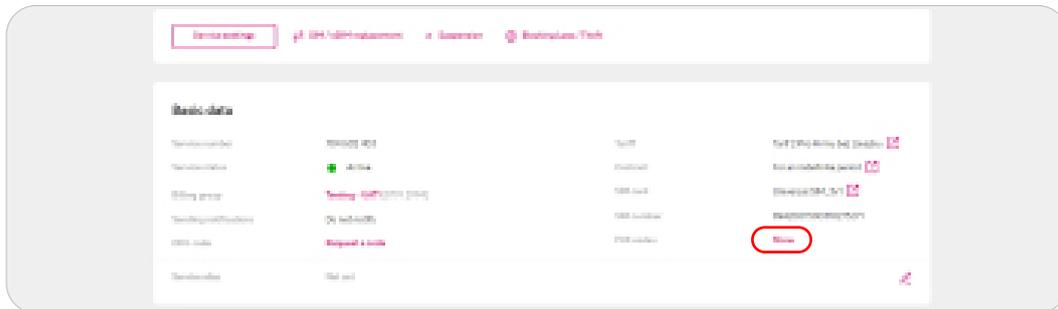
- Confirm your order. Blocking or unblocking is free of charge.



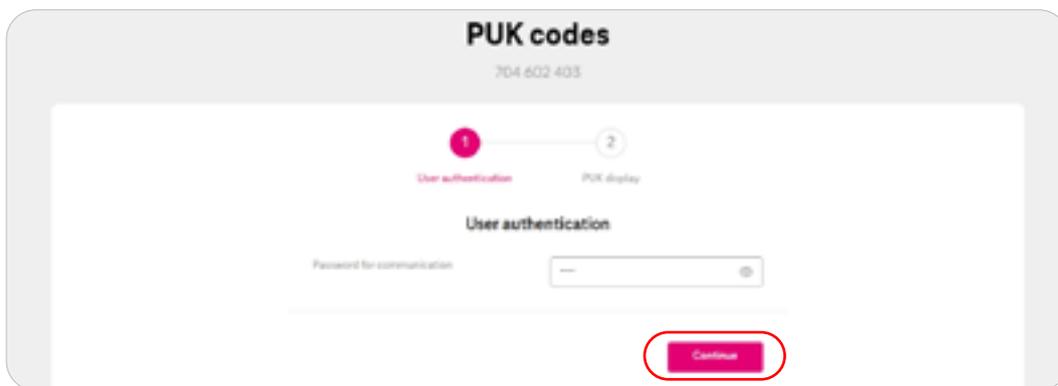
* The blocking warning will disappear when the page is refreshed, and the service settings will become available.

2.3. PUK code

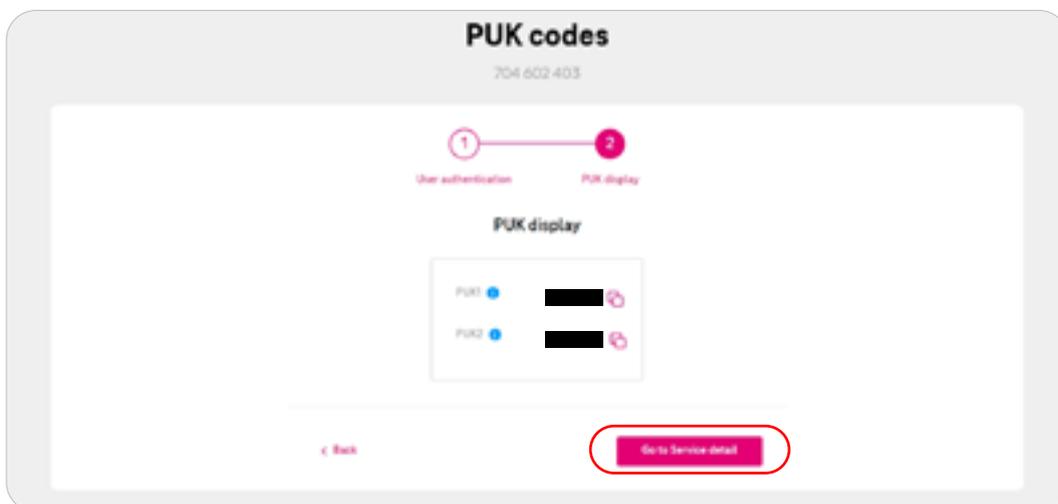
- [Find the phone number](#) for which you want to retrieve the PUK code. In the number detail in the **Basic data** section, click the Show button next to **PUK codes**.



- To view the PUK code you need to enter the password for communication.

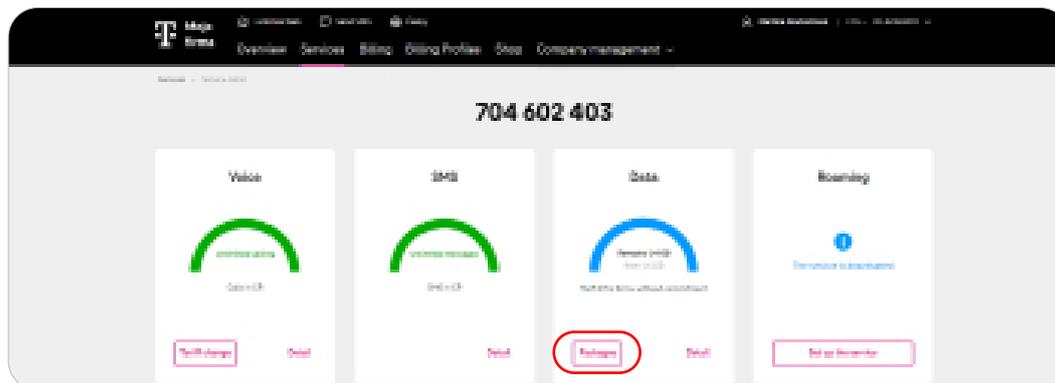


- Both PUK1 and PUK2 are available.

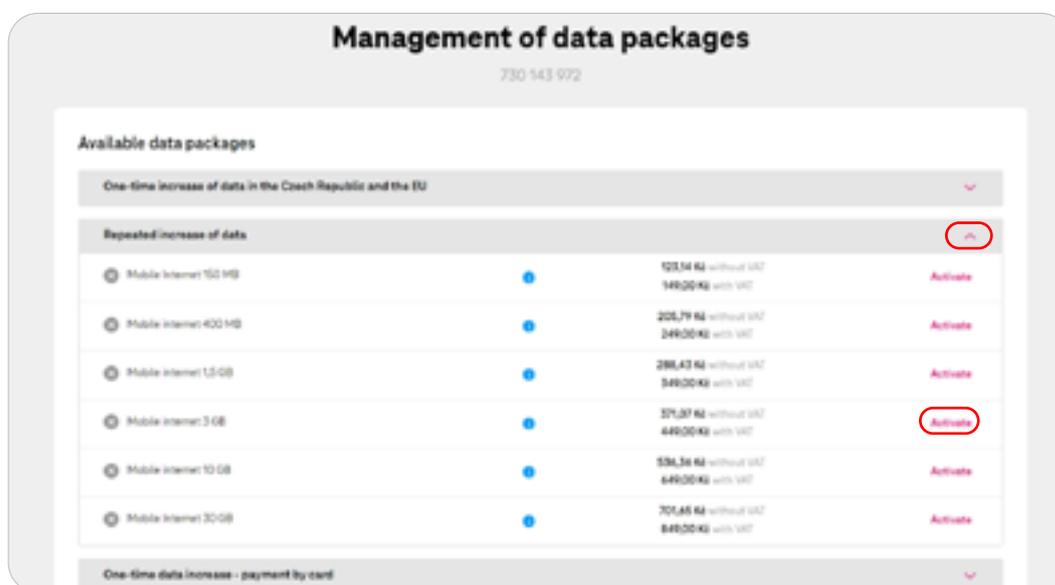


2.4. Activating and changing data packages

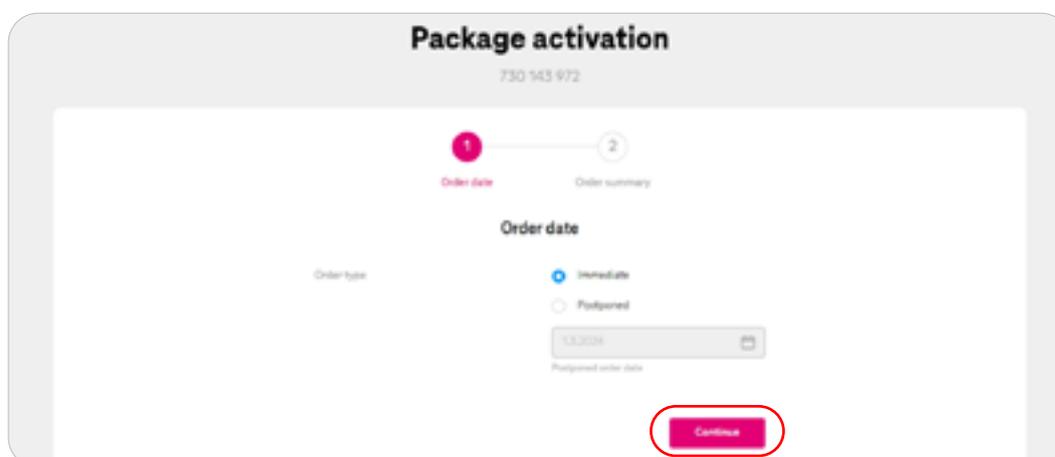
- [Find the phone number](#) for which you want to activate or change data packages. In the Data summary, select the package by clicking the **Packages** button in the **Data** widget.



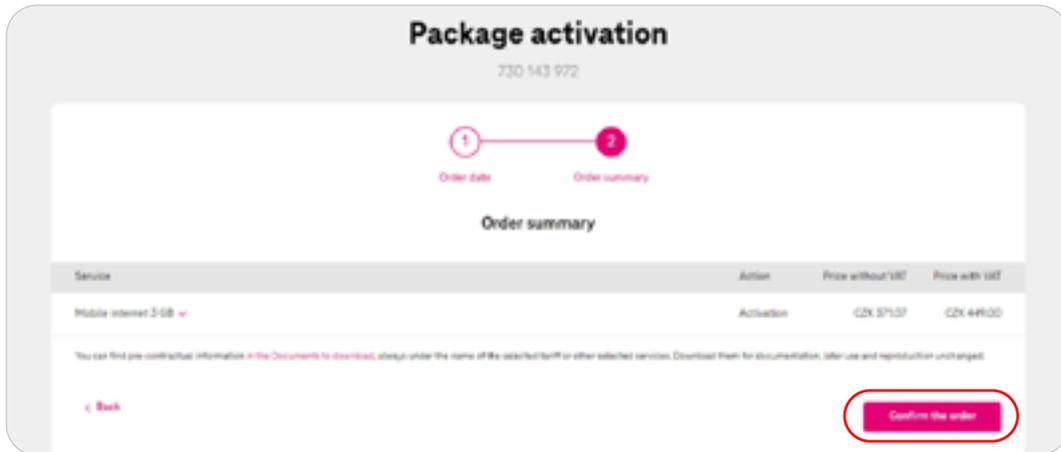
- Expand the drop-down box with the offer you want to use (one-time or recurring increase), select your package and confirm with the Activate button.



- Choose whether you want to activate the package immediately or on a specific date.



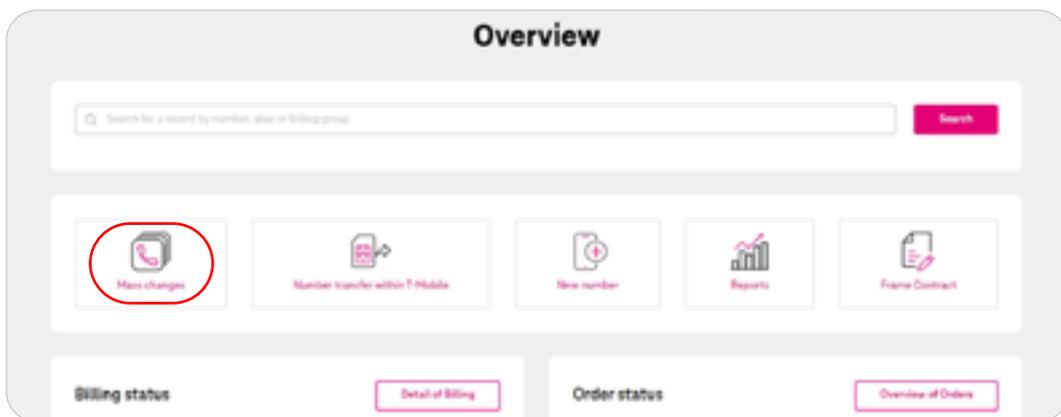
- Check and confirm your order.



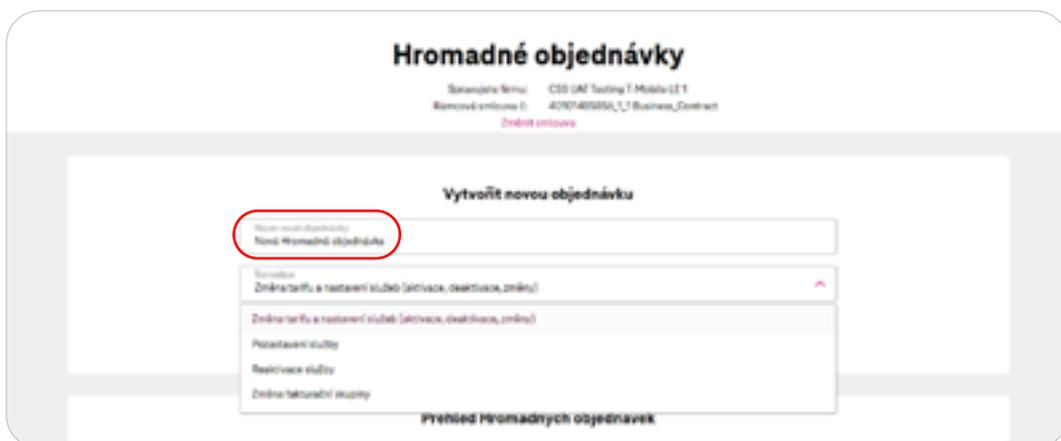
Once you have completed your order, you will get back to the phone number overview.

2.5. Mass changes

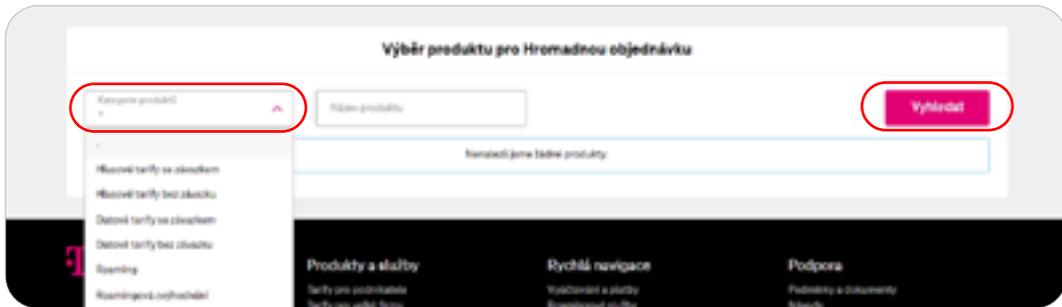
- After logging into Moje firma portal, select the Mass changes link on the link page.



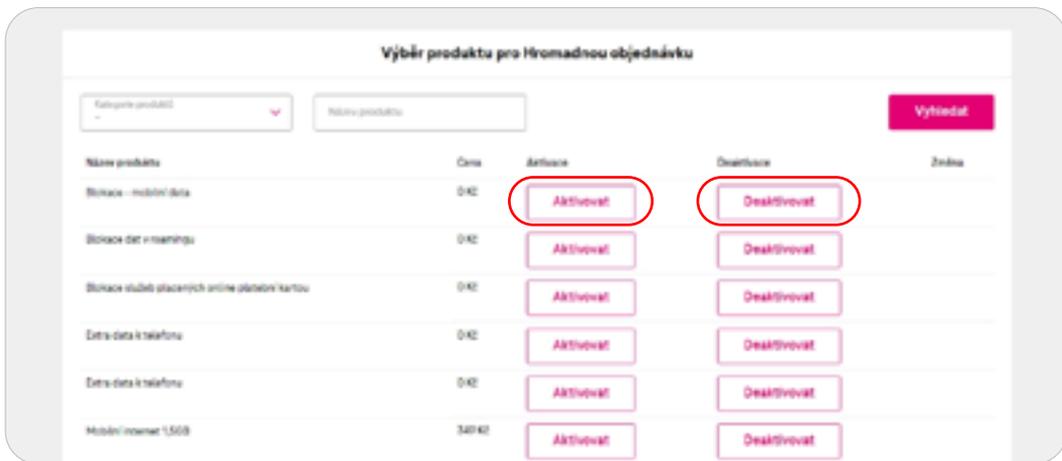
- Give your bulk order any name you like and select the area you need from the transaction dropdown.



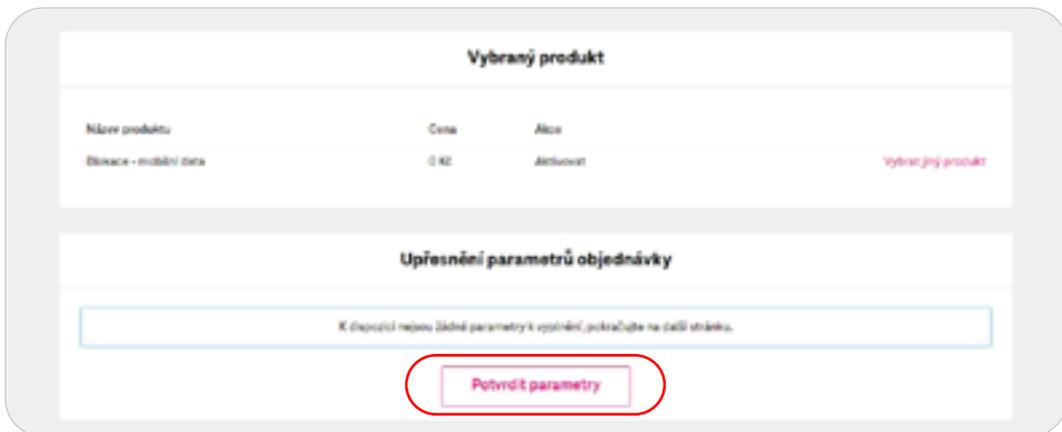
- To change your tariff and service settings, select a product category and click the Search button.



- Confirm the selected service by clicking Activate. You can also deactivate or change the service.



- Confirm the parameters (it may happen you do not need to fill in any data).



- Enter the phone numbers you want to change, and submit your order.

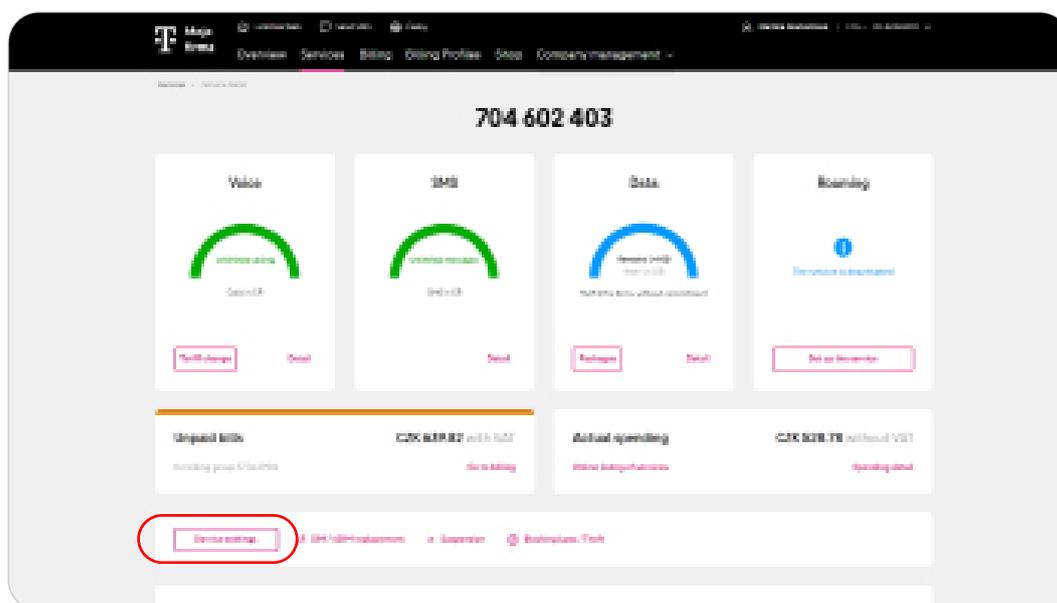
- Confirm your order.

- In the bulk order report, expand the details of your last order and check that all changes have been made correctly. If you see any error in some of the changes, download the summary.

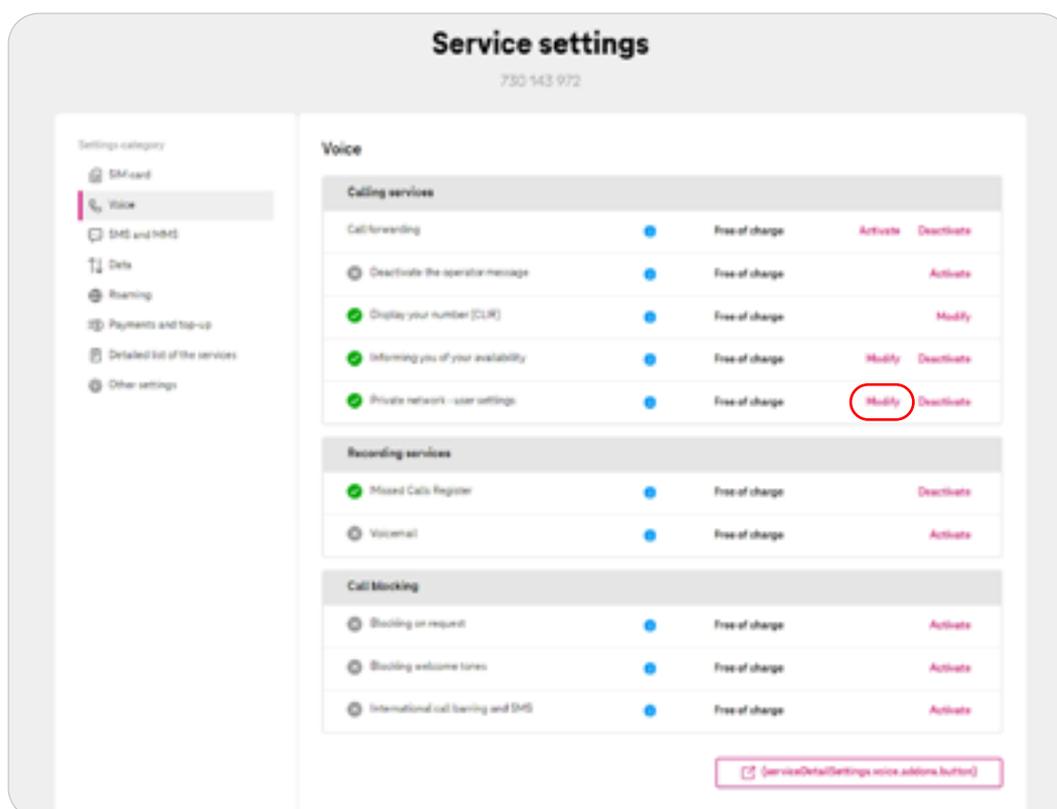
- The downloaded summary will show you which phone numbers have not been changed. This could be, for example, because the number is not active under your Master Contract, or the service is already set up, or it is not compatible with another service. At the same time, you will see the phone numbers that have been changed correctly.

2.6. Corporate network – changing settings

- Find the [phone number](#) you wish to administer, and click the **Service settings** button.



- In the Calls section of the Corporate network – user settings service, confirm with the Edit button.



- Here you can select Speed dial and change the settings for enabled/blocked calls. Most often, this is where you enable/disable calls outside the company (calls to other numbers).

Short code

Calling to Internal users *

Calling to Virtual numbers *

Calling to Advantaged numbers *

Calling to other numbers *

Outgoing Profile ID *

Incoming Profile ID *

Private calls *

Multiple Redirection Flag *

Multiple Redirecting Type *

Multiple Redirecting - Phone number 1

Multiple Redirecting - Phone number 2

Multiple Redirecting - Phone number 3

Multiple Redirecting - Phone number 4

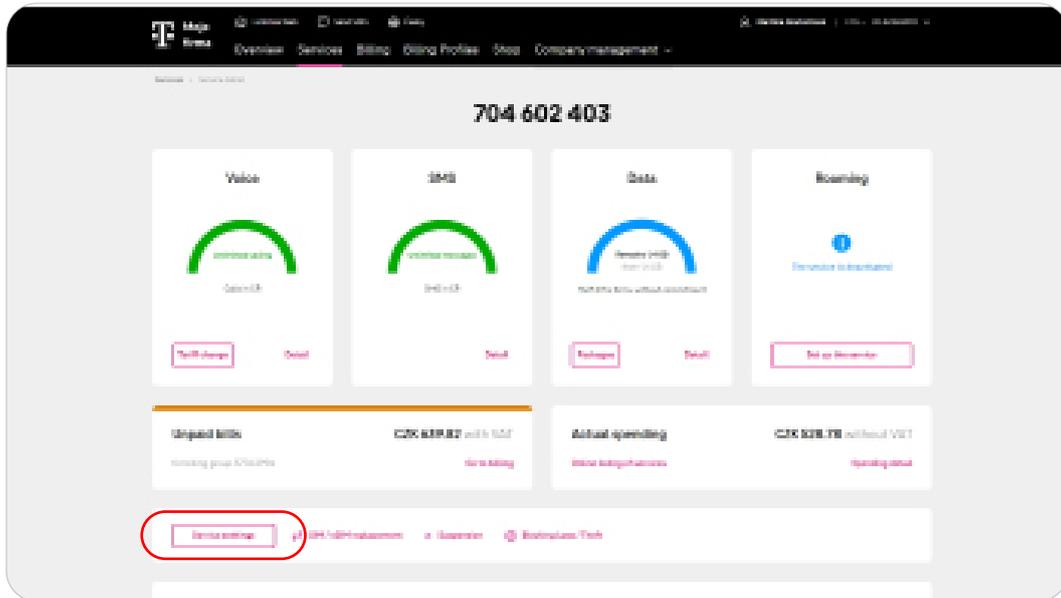
Multiple Redirecting - Phone number 5

[Zpět](#)

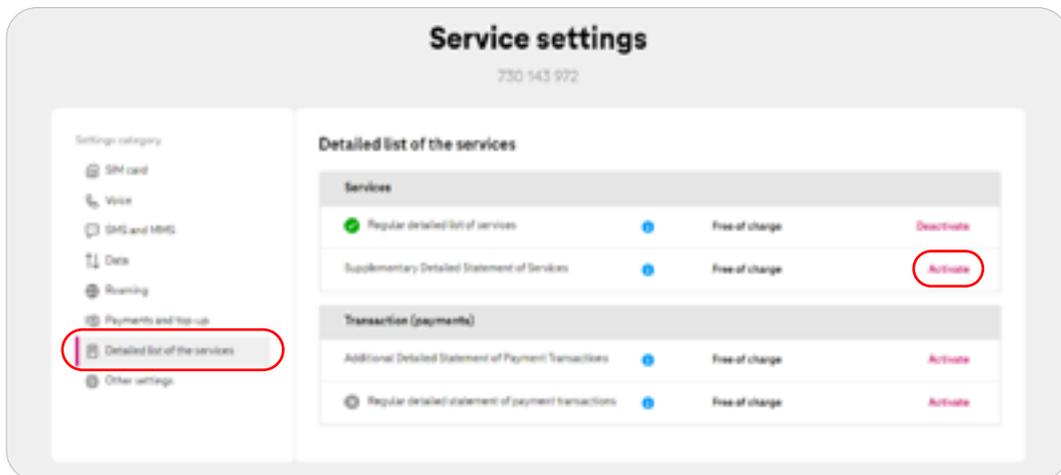
2.7. Detailed statement of services – activation and display

- An activated Detailed statement of services means that the **statement will only be available with the next bill issued.**
- If you want a Detailed statement for already issued bills, **you need to activate the Additional detailed statement of services.**

- Look up the service and enter Service settings.



- You can activate the Detailed statement of services in the Detailed statement section of the billing. This activates the detailed statement for the following billing period.
- If you want a detailed statement for previous periods, you activate the Additional detailed statement.



- This will activate the detailed statement; the next step is to confirm the order.

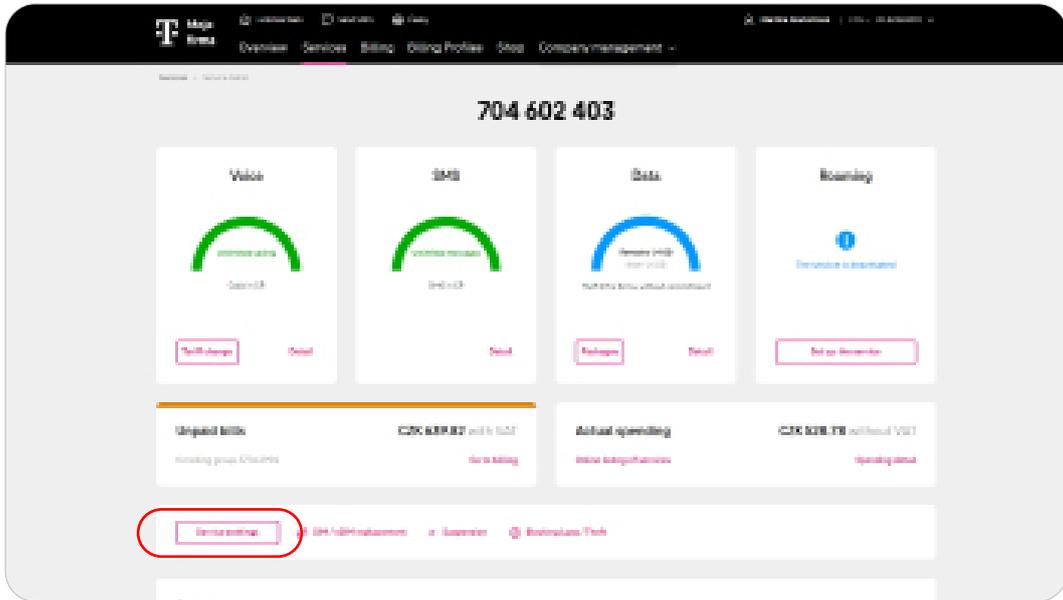
- Select the phone number from the drop-down box first. You can download the statement after selecting the phone number by clicking on the icon on the right.



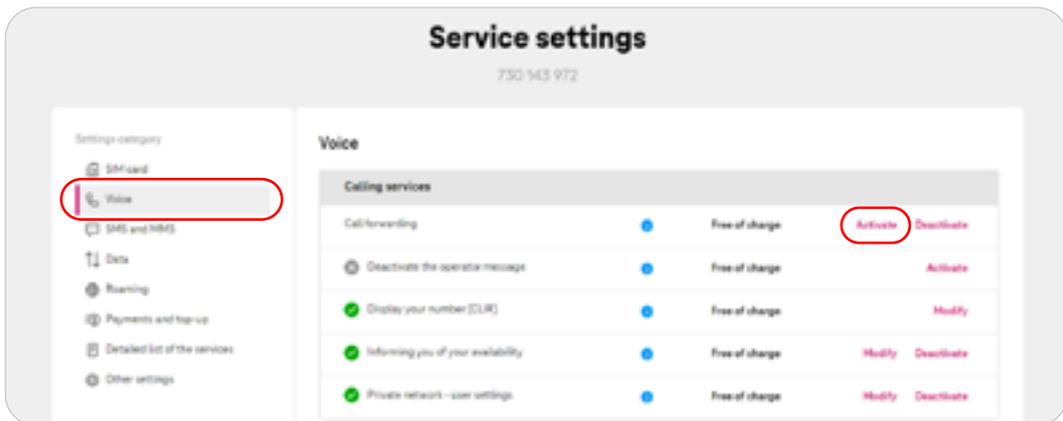
2.8. Call forwarding – setting up and cancelling

How to set up forwarding

- [Find the phone number](#) you wish to redirect and click on **Service settings**.



- In the Calls section, under Call Forwarding, click on Activate.



- Enter the phone number you want to forward calls to. For unconditional call forwarding (if you want to forward all calls), switch the menu to An. If you have conditions for conditional call forwarding, set them up.

How to cancel forwarding

- To cancel call forwarding, click the Deactivate button next to Call forwarding.

Calling services	Status	Cost	Actions
Call forwarding	Active	Free of charge	Deactivate
Deactivate the operator message	Active	Free of charge	Activate
Display your number (CLIR)	Active	Free of charge	Modify
Informing you of your availability	Active	Free of charge	Modify Deactivate
Private network – user settings	Active	Free of charge	Modify Deactivate

2.9. Roaming and roaming data packages

Summary

- Check that **roaming** is active or activate it.
- Check and, if necessary, cancel the blocking of **international calls**.

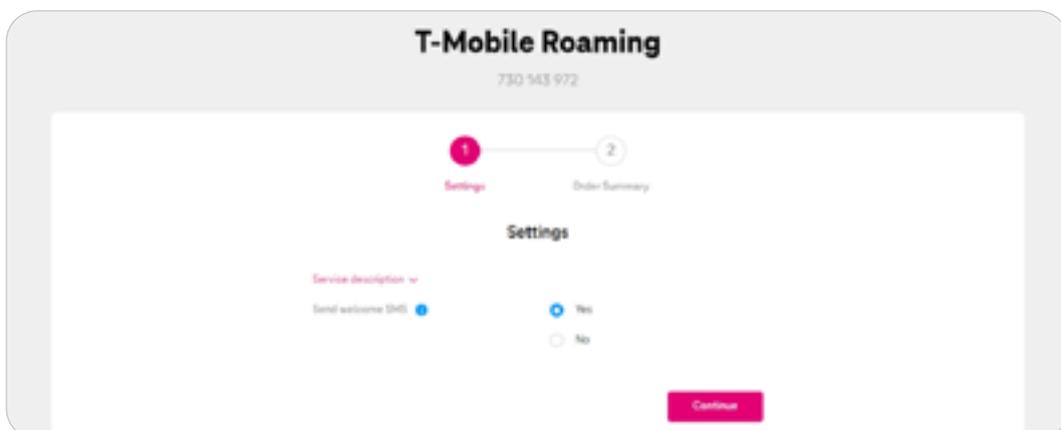
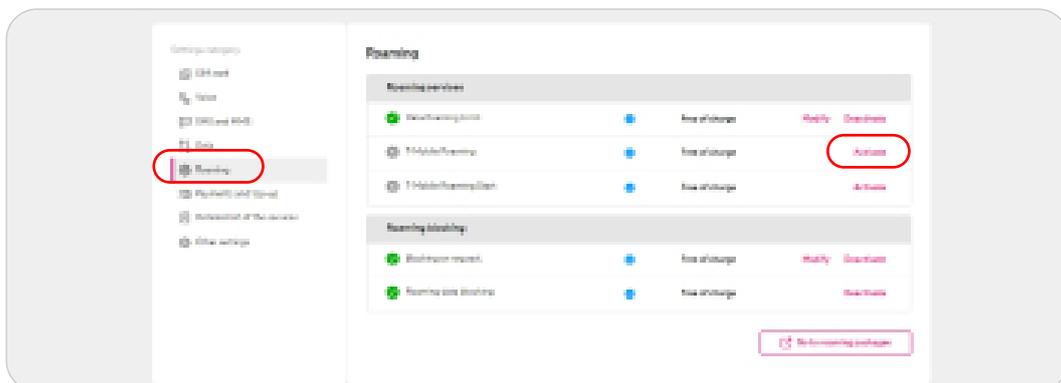
- For data in the EU, make sure you have a data plan or data package on your number and **your data is not blocked abroad**.
- For data outside the EU, set up a **roaming data package** for the relevant zone.

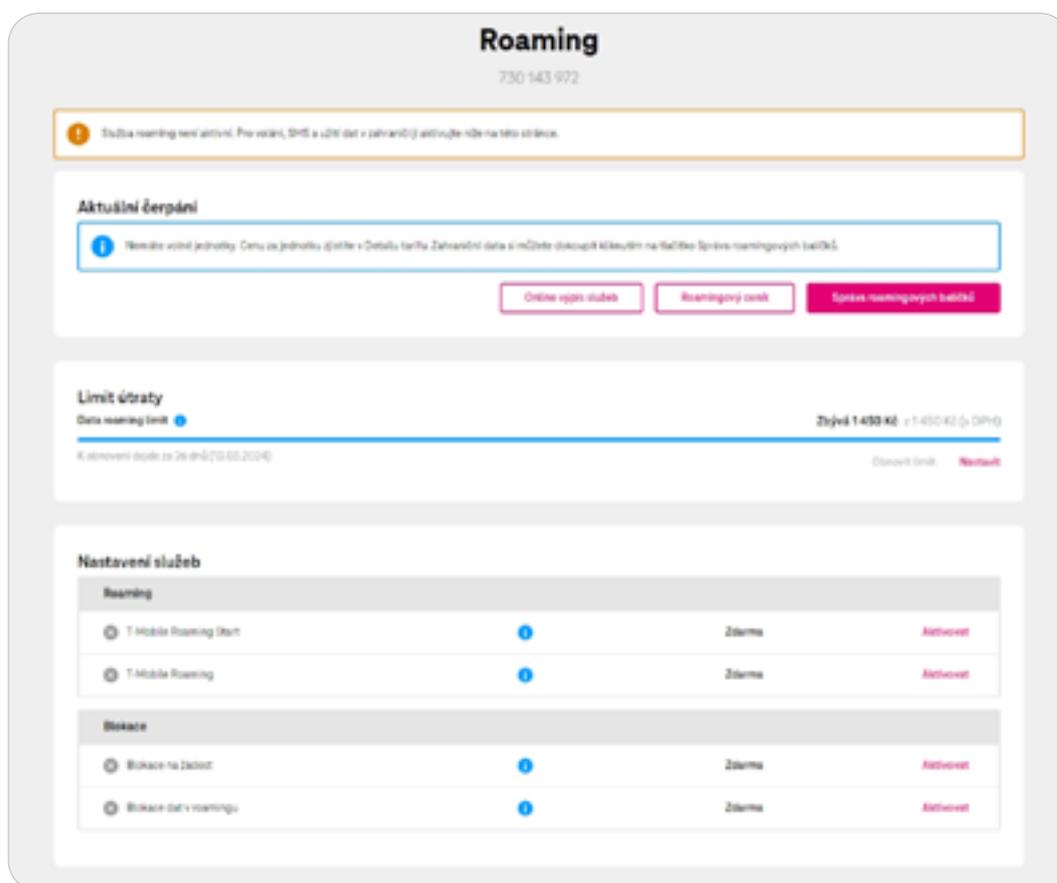
Roaming

- Find the phone number and go to the roaming settings by clicking the **Service settings** button.



- Scroll to Service settings and select Activate for T-Mobile Roaming.



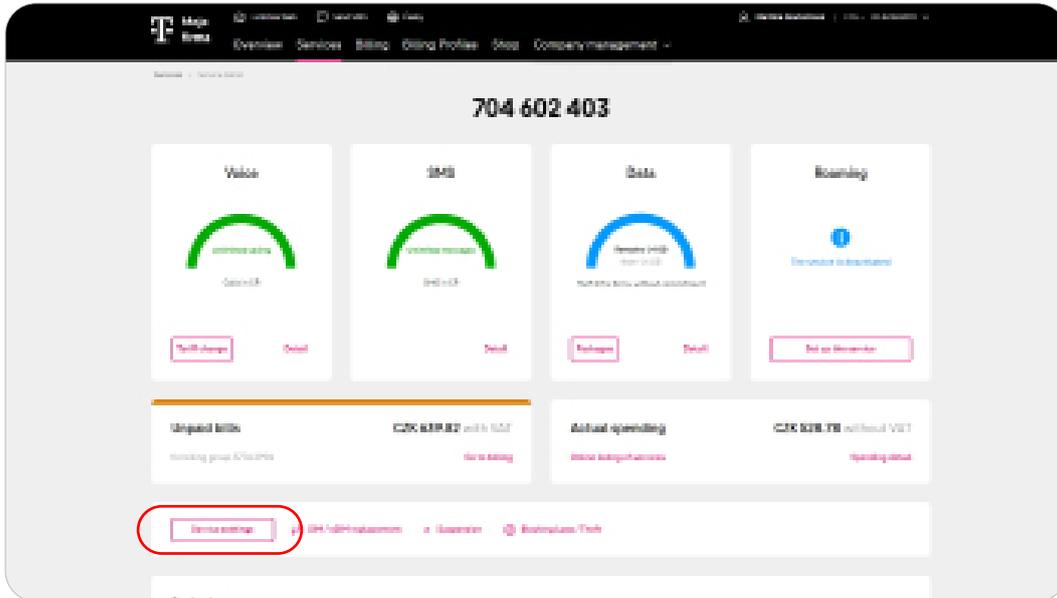


- **T-Mobile Roaming** enables you to log in to a foreign network, so you can date, call and text abroad.
- **T-Mobile Roaming Start** is a limited version of T-Mobile Roaming. Valid only for selected countries within Europe.
- **Data Roaming Limit** is a service that protects you from uncontrolled and unwanted spending on downloaded data abroad. In case you connect abroad without the appropriate data package, we will suspend dating after the selected limit is reached. **The service is free and we recommend not to cancel it.**

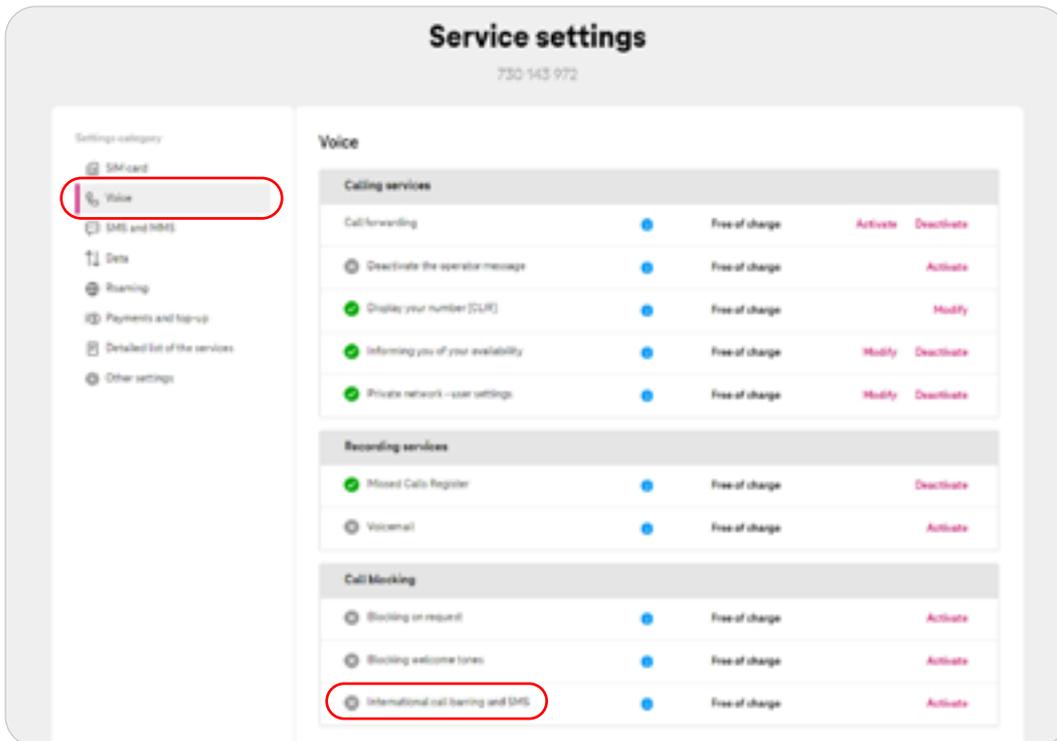
Unblocking international calls

If international calls remain blocked, you may experience problems with outgoing calls abroad.

- In the service details, click on **Service settings**.



- In the Calls section, select Deactivate for International calls and SMS blocking (or Blocking on request). Both of these items must be unblocked to use international calls.



- If Blocking on request is active, select Modify.



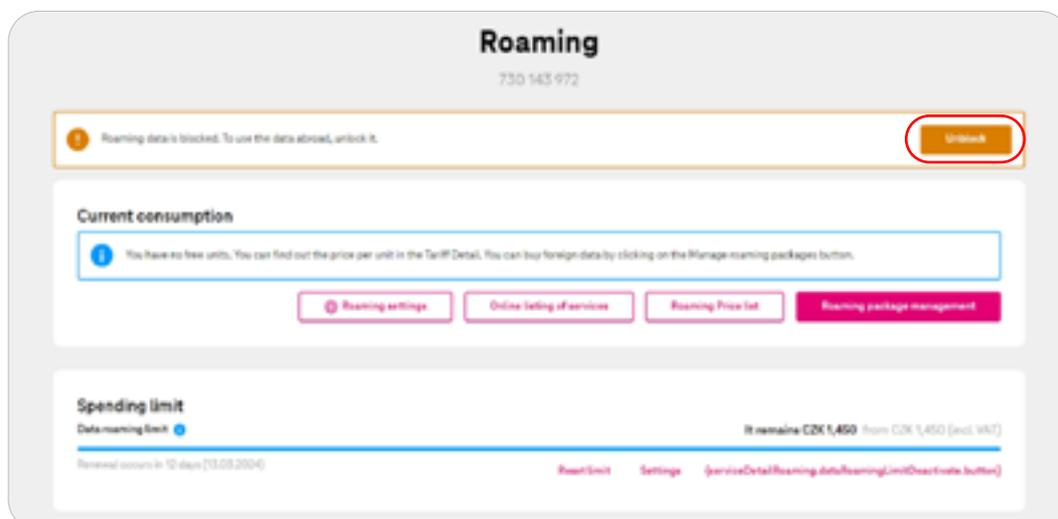
- For outgoing calls, switch international calls to Unblocked, go ahead and confirm the settings.

Cancelling data blocking abroad

- In the service detail, select Roaming detail.



- You can unblock Roaming data either directly from the info message at the top of the page or further down the page by selecting Deactivate for Roaming data blocking.

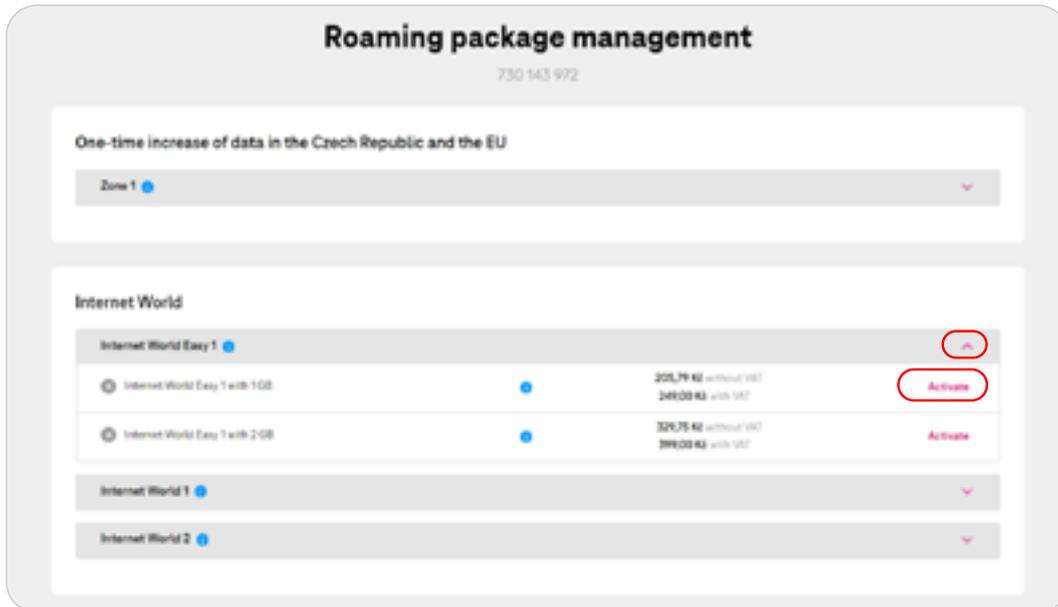


Roaming data packages

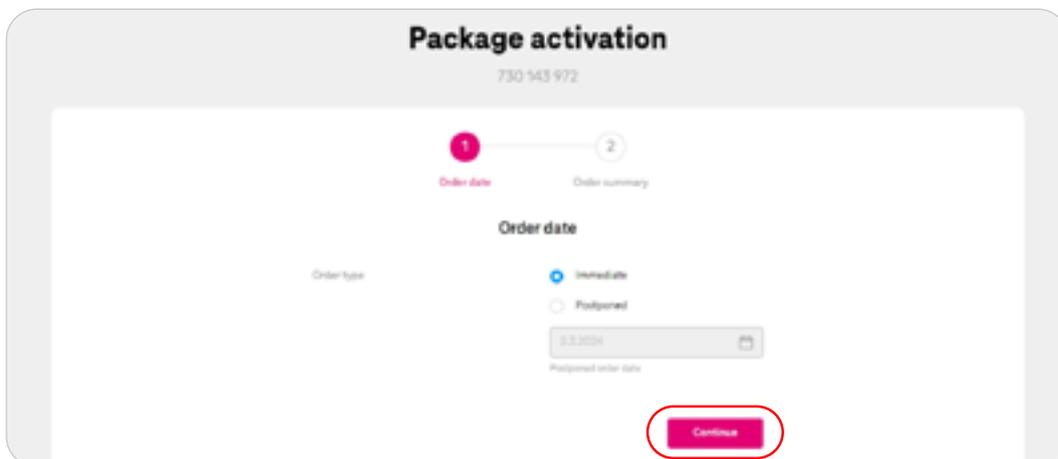
- You can get to the roaming data package settings directly by looking up your phone number. In the Roaming section, select Packages.



- Expand the type of package you want to activate, and select the specific package.



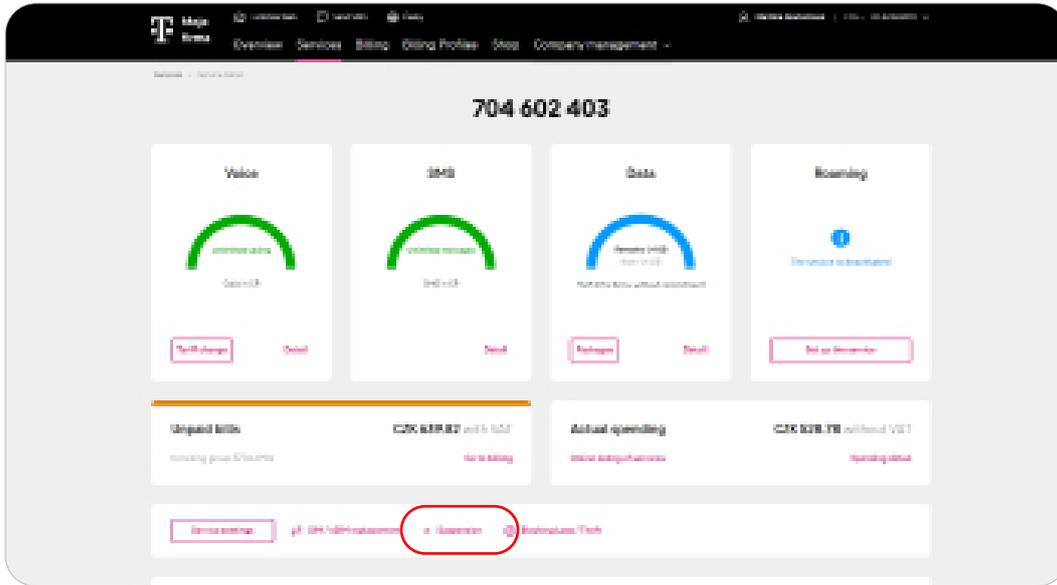
- Confirm your order.



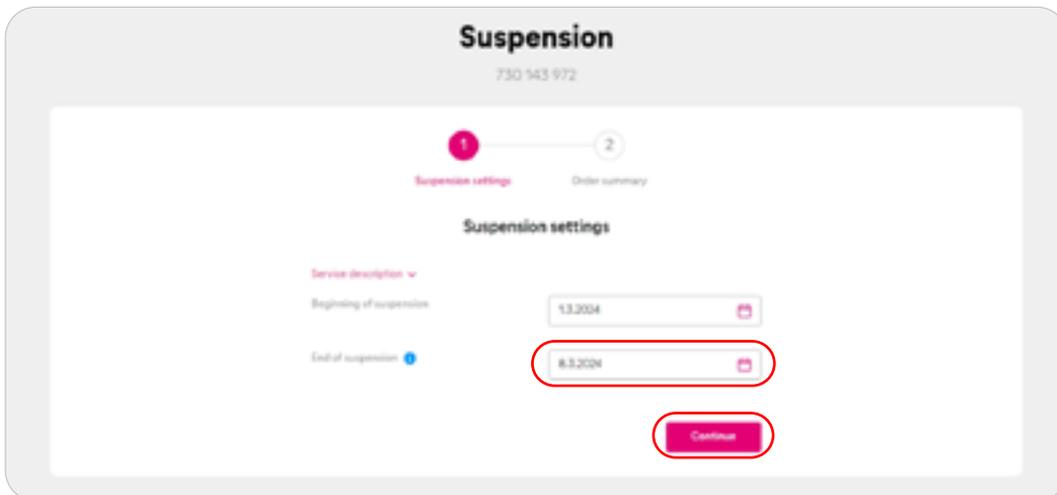
2.10. Suspending and reactivating

How to suspend a phone number

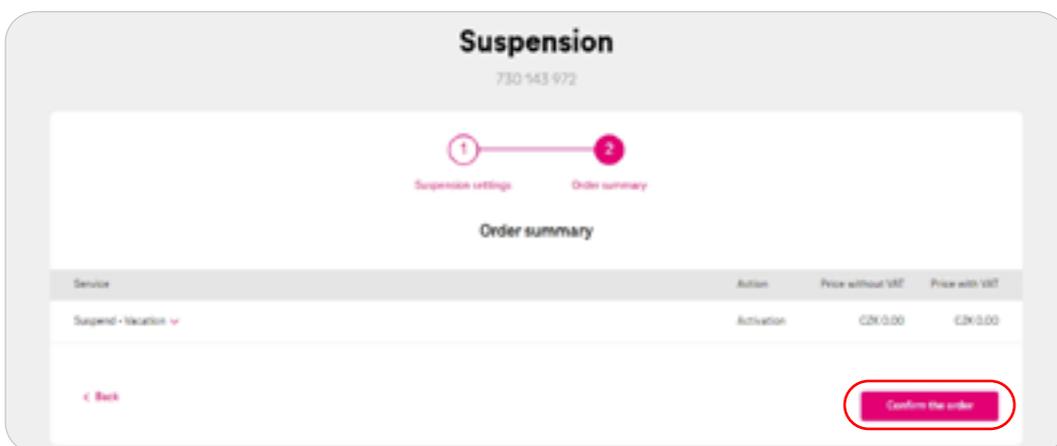
- Find the [phone number](#) you wish to suspend, and click on **Suspension**.



- Choose the start and end date of suspending.

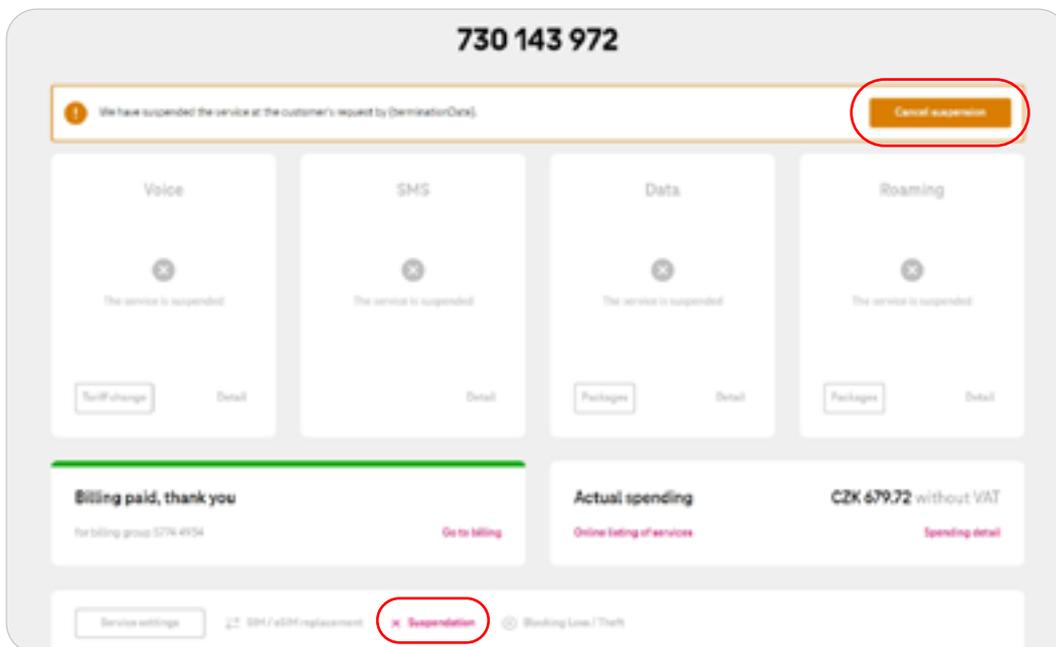


- Confirm your order.

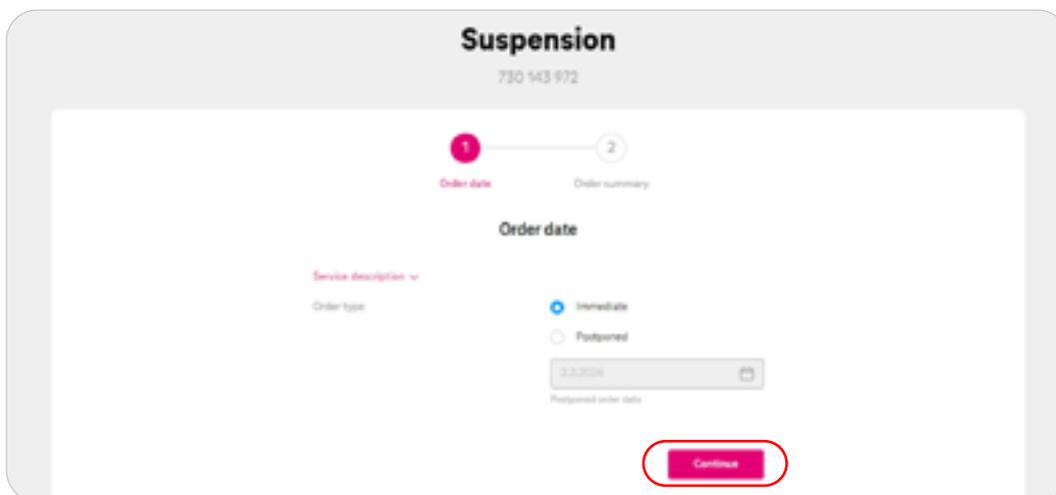


Reactivating

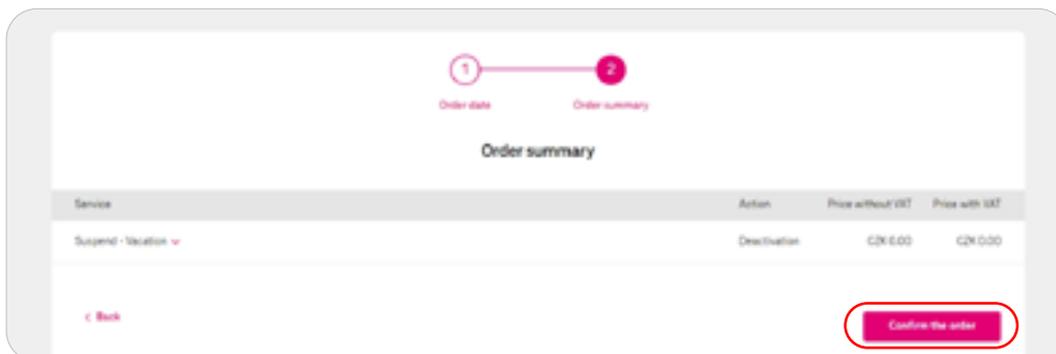
- Find the phone number you wish to reactivate, and go either to Cancel suspending in the top information message, or directly to Suspending in the section under Service settings.



- In the first step, you can select the date on which you want to cancel the suspending.

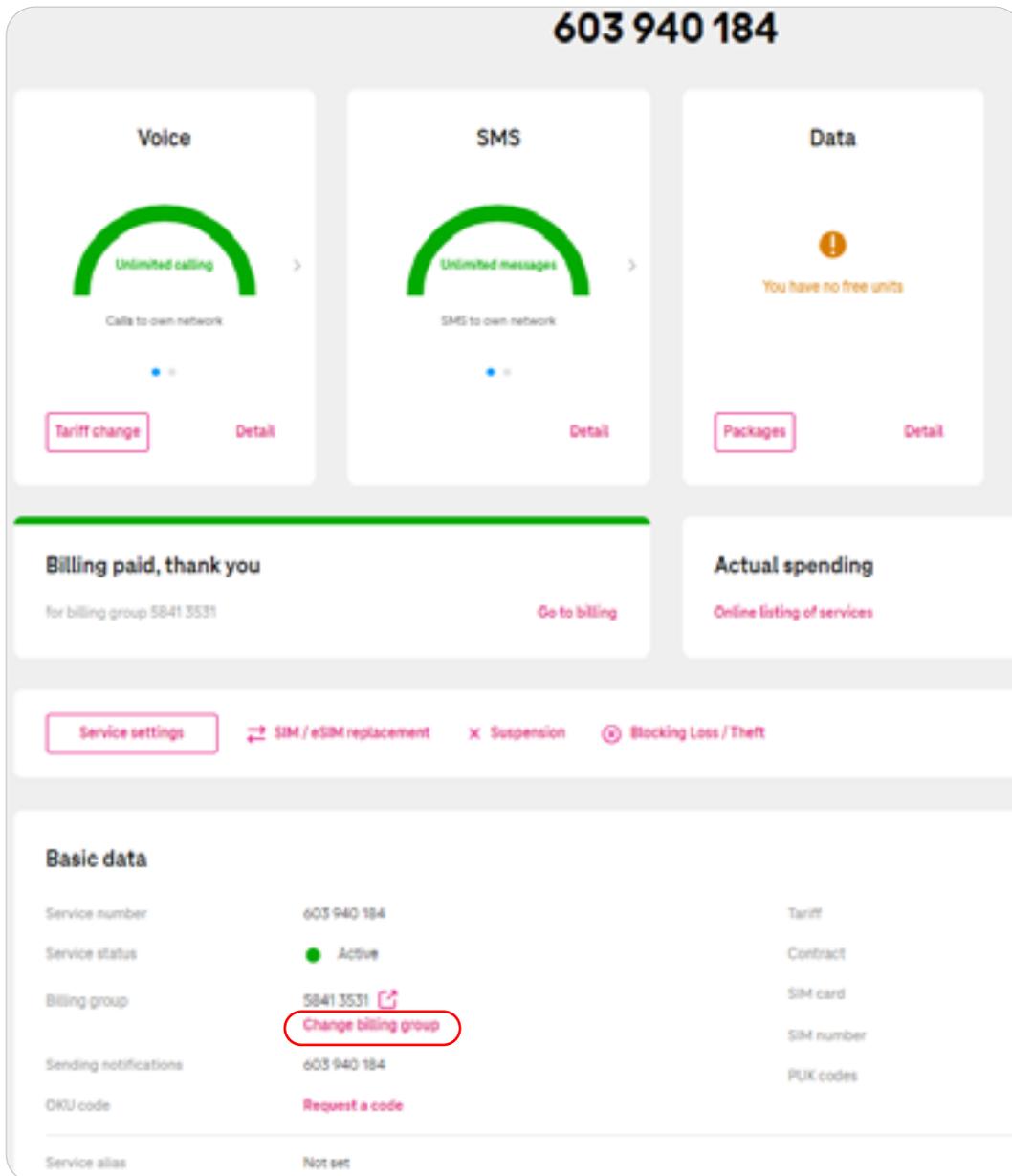


- Confirm your order.

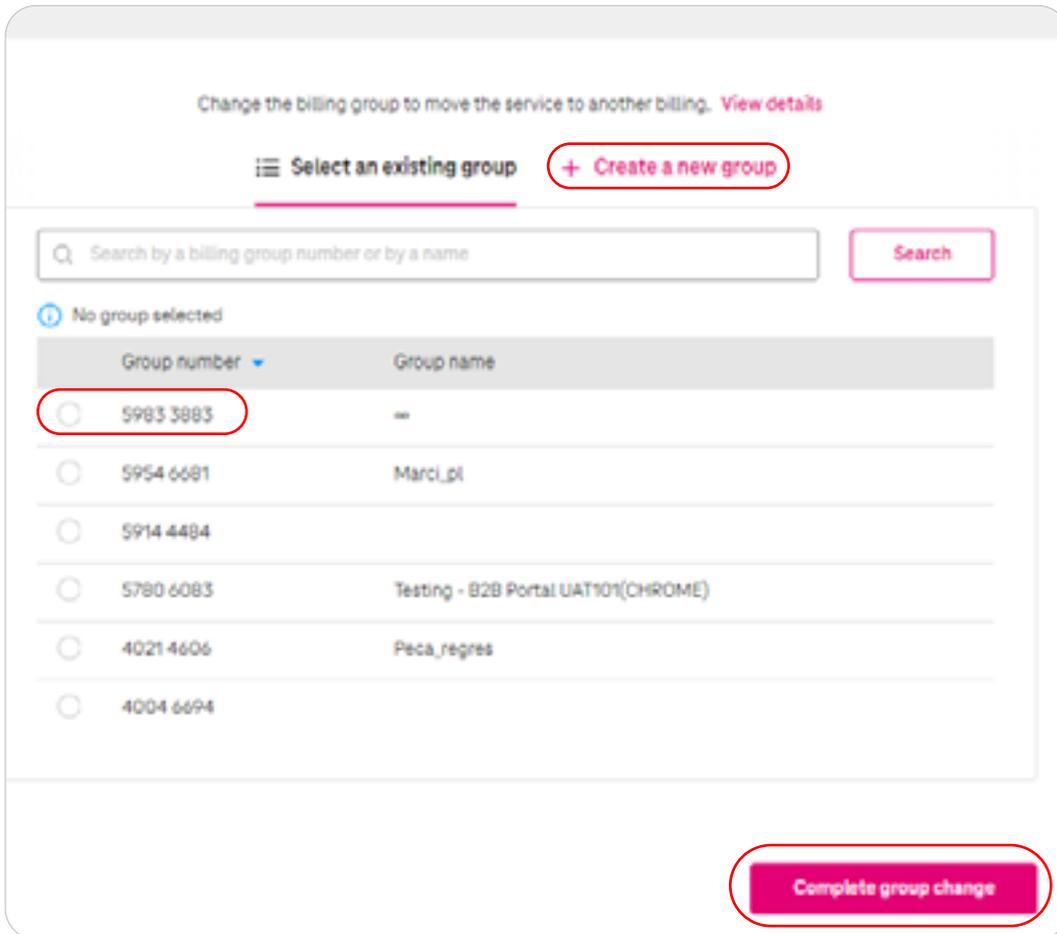


2.11. Changing the billing group

- [Find the phone number](#) you wish transfer, and click on the Change billing group button in the Basic Data section.



- Select the billing group to which you want to transfer the phone number. You can also create a new group. Then complete the change.



2.12. Changing the tariff

- [Find the phone number](#) and select **Changing the tariff** in the **Calls** overview.



- Click on the Tariff detail to view a more detailed tariff price list. For the selected tariff, confirm Changing the tariff.

Tariff

603 372 191

Current tariff

Tariff name	Tarif 7 Pro Firma bez závazku	Price per month (without VAT)	310,00 CZK
	Tariff detail	Price per month (incl. VAT)	375,10 CZK
Calls to all networks	Unlimited		
SMS to all networks	Unlimited		
National data limit (MB)	3 GB		
Price of CSO (CZK/mo.)	1,90 Kč	Price of MMS (CZK/MMS)	4,05 Kč
Price of CSO Web (CZK/Mo)	1,43 Kč	Price of national data (CZK/MB)	1,42 Kč

Prices do not include VAT

Available tariffs

Name	Data	Price per month	
Tarif 9 For the Company without commitment	30 GB	495,00 Kč without VAT 540,90 Kč with VAT	Tariff detail Change the tariff
Tarif 8 For the Company without commitment	Unlimited	1280,00 Kč without VAT 1354,80 Kč with VAT	Tariff detail Change the tariff

- Check your order and confirm or return.

Tariff change

603 372 191

1
2

Date of order
Order summary

Date of order

Order type

Immediate

Postponed

Postponed order date

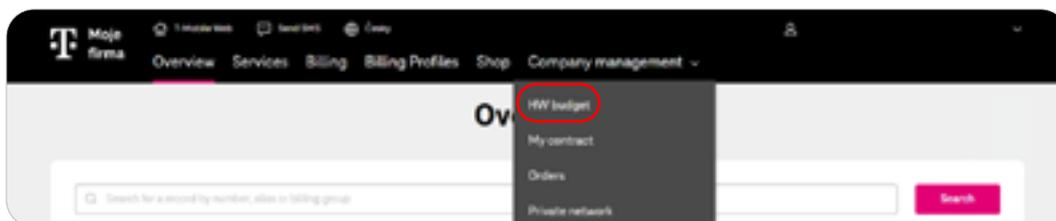
[Continue](#)

[Back](#)

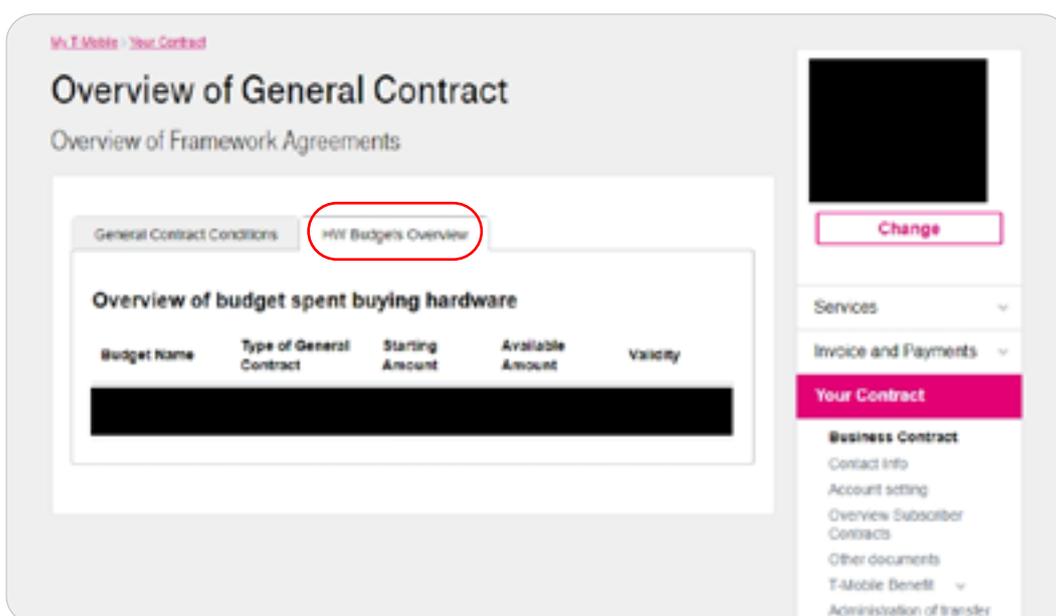
- After completing your order, you will get back to the phone number overview.

2.13. Finding the hardware budget

- In the Company administration tab, select HW budget from the drop-down menu



- Click on the HW budgets overview tab to see the initial amount and available balance and to view the drawdown history.

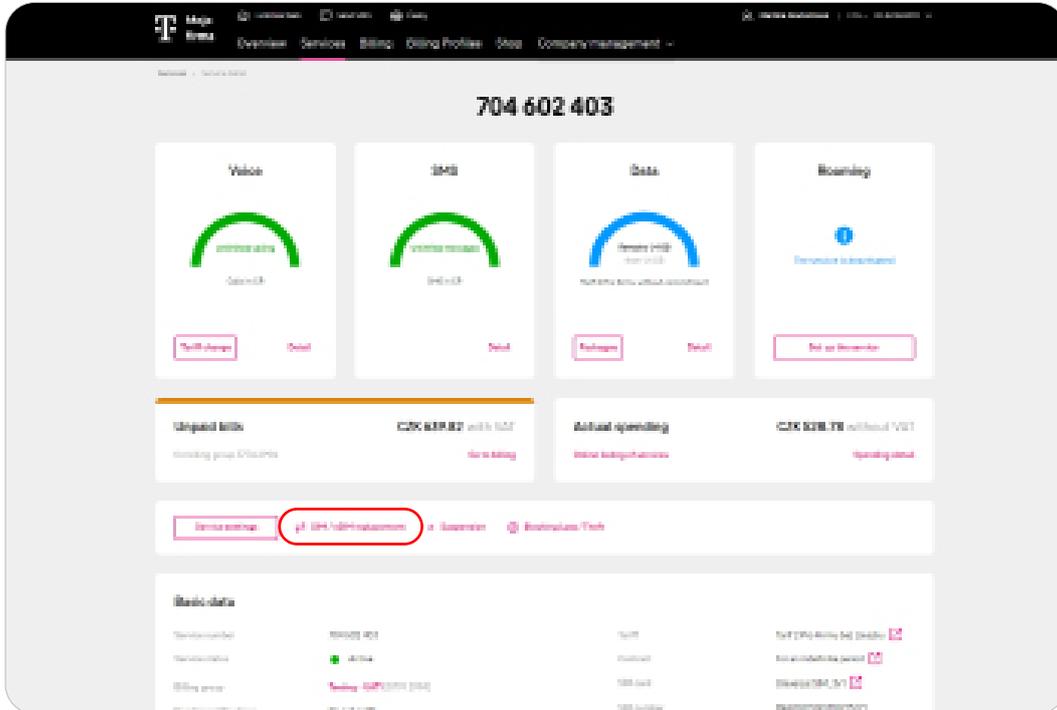


- After clicking, you can see the HW budget drawdown in detail.

3. SIM card

3.1. SIM replacement (physical SIM)

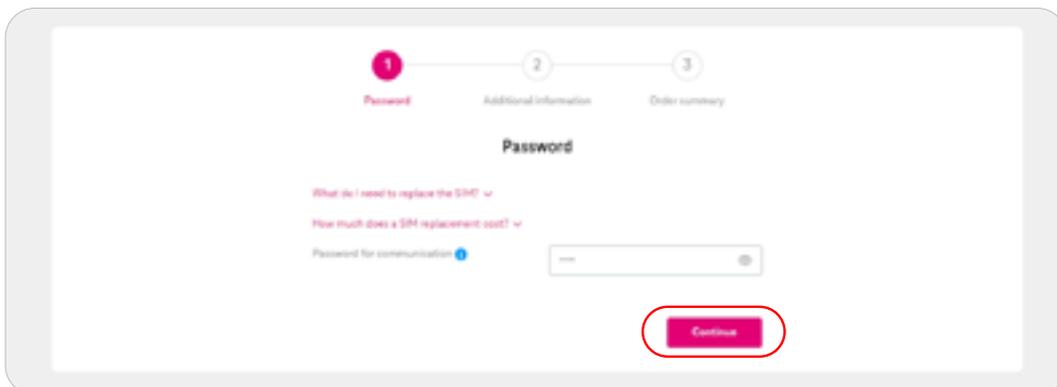
- Find the [phone number](#) and select **SIM replacement** in the section at **Service settings**.



- Select the SIM card option.



- In the first step enter your password for communication.



- Select the reason for replacement and add the serial number of the drawer SIM (or Twist SIM).

- Confirm your order.
- The replacement takes place within minutes.

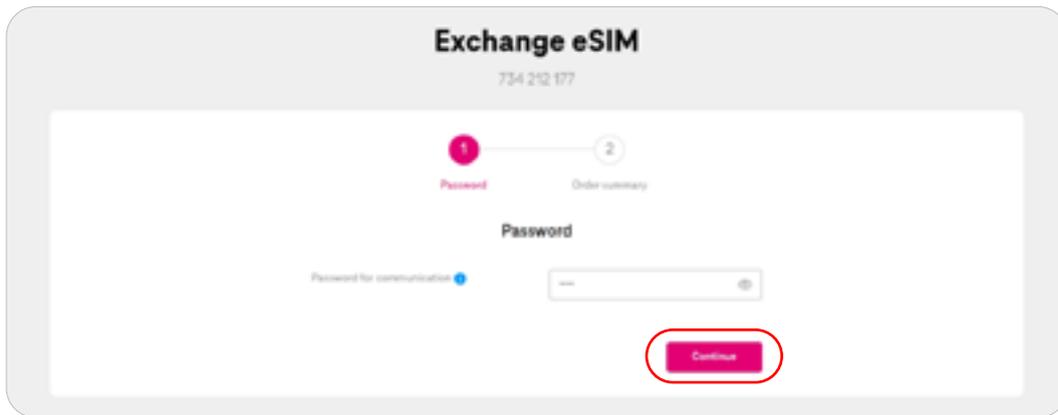
3.2. Replacement of a SIM card with eSIM

- [Find the phone number](#) and select **SIM replacement** in the section at **Service settings**.

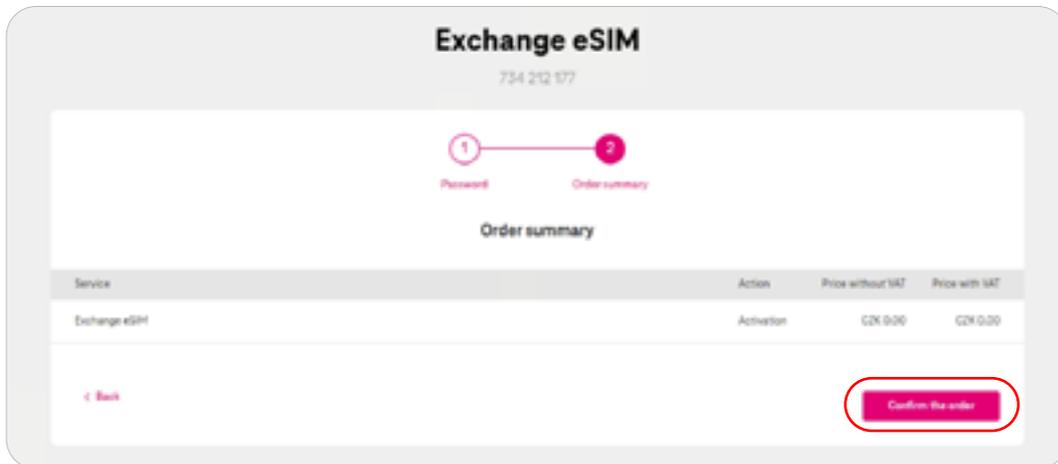
- Select the eSIM.



- In the first step enter your password for communication



- Confirm your order.

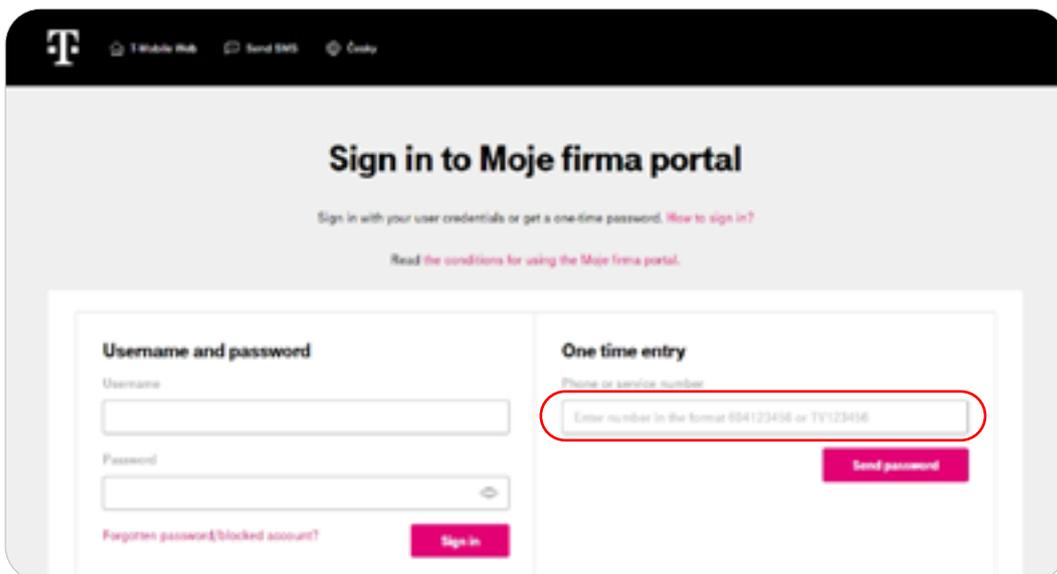


- The system will direct you back to Service settings – SIM card section. There is already a QR code ready for download.

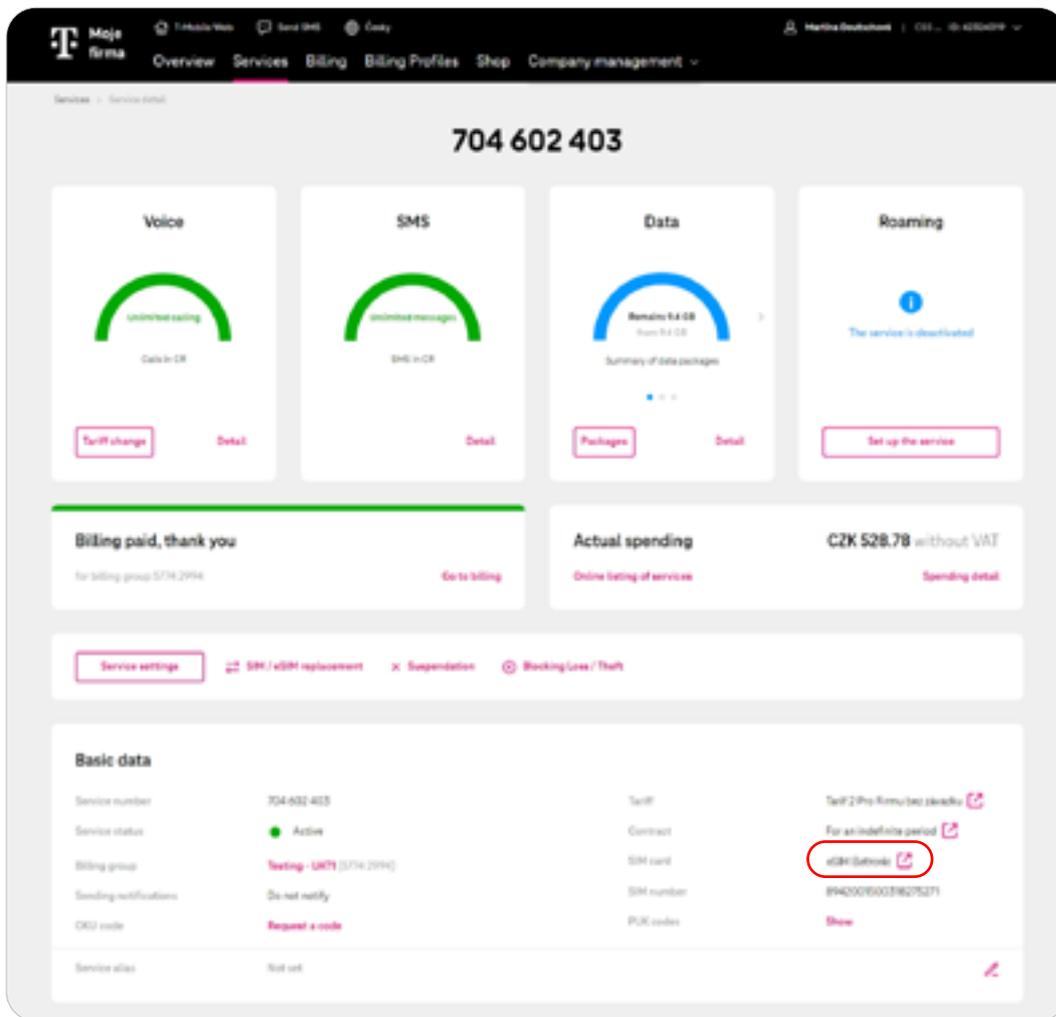


3.3. Retrieving the QR code for eSIM on activation

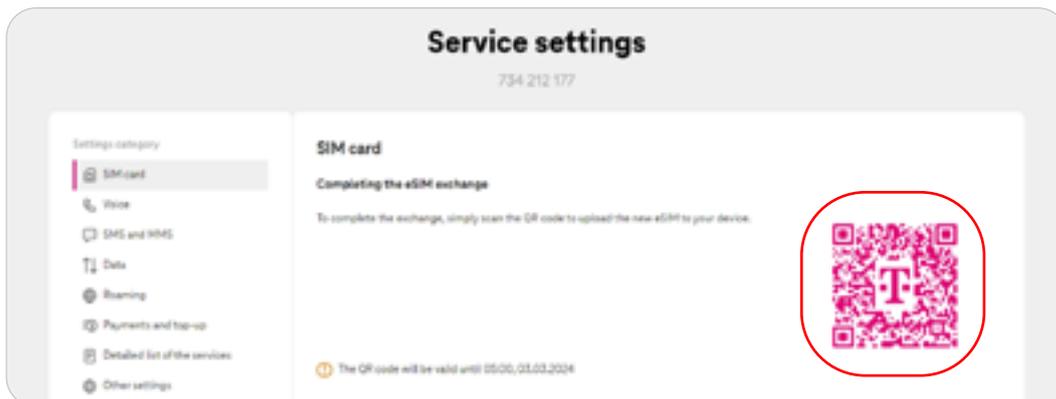
- Go to www.moje-firma.t-mobile.cz and enter your phone number in the one-time entry. The password will be sent to the email address entered in the order.



- Go to the service detail using the search engine or from the Services tab and click on the SIM card detail in the Basic data section.



- The QR code will appear in the SIM card section.

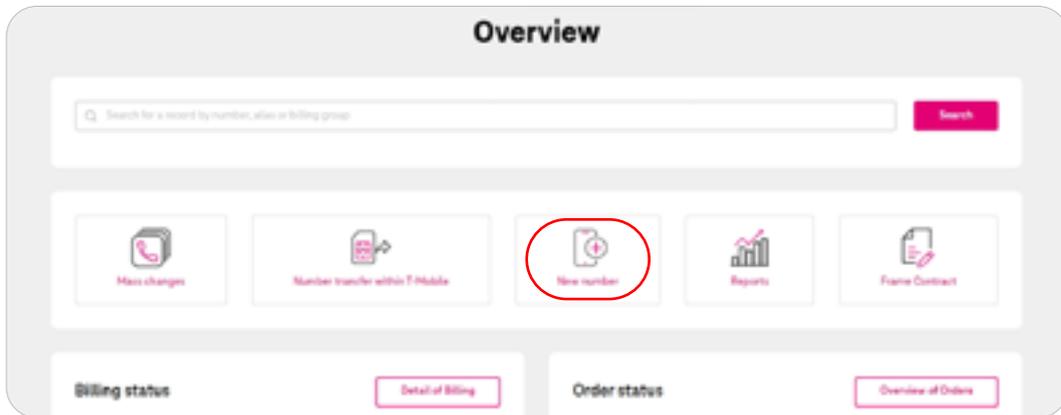


4. Store

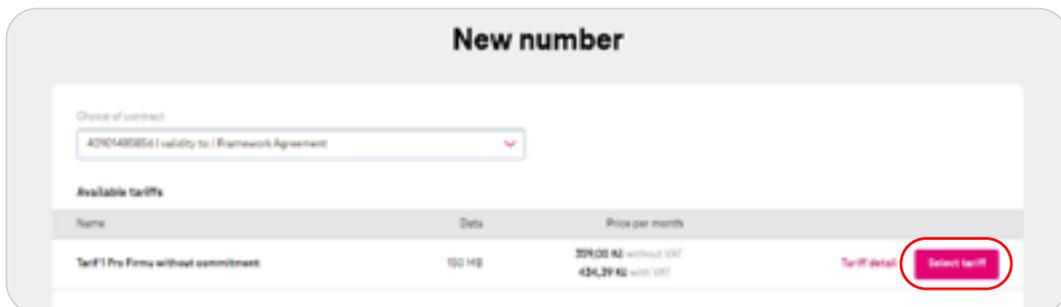
4.1. Activation, migration and porting

Activation of a subscription contract

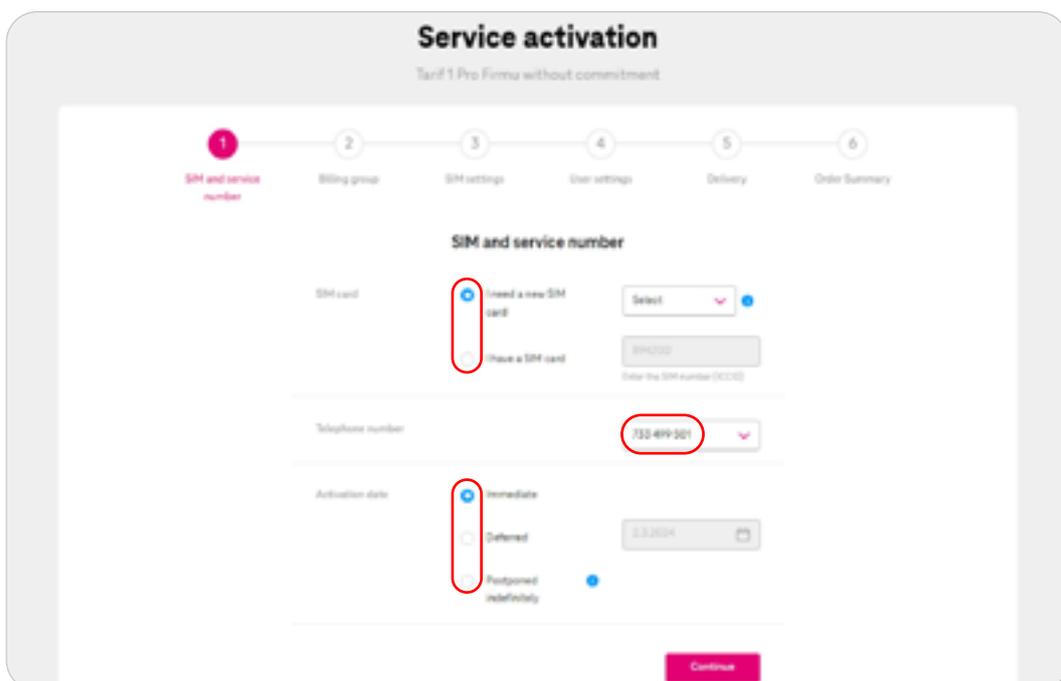
- Directly in the Overview you will find the New number link in the quick navigation. Click on it.



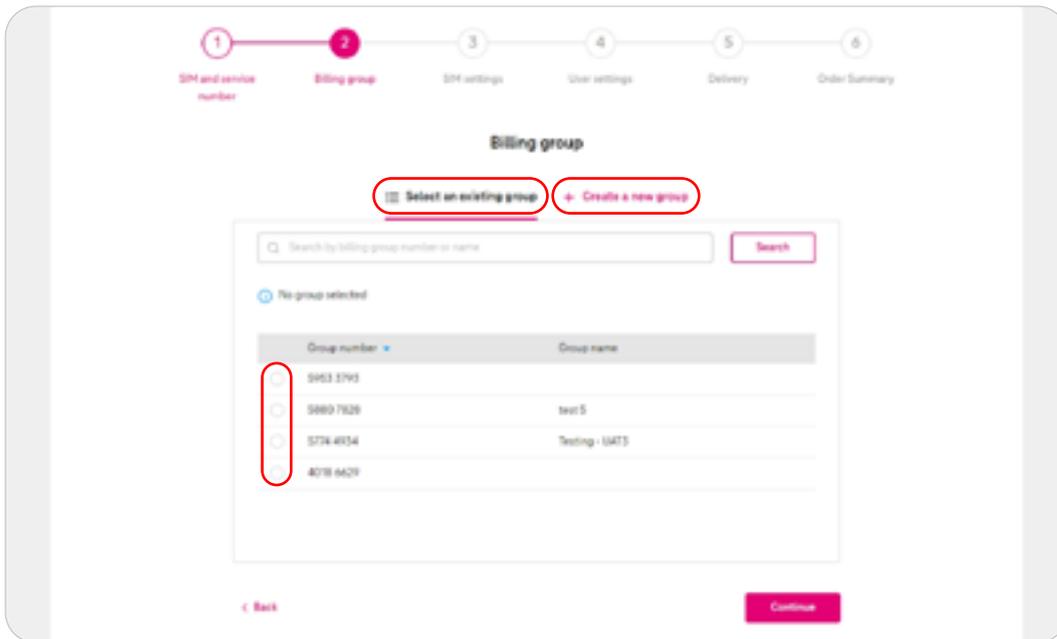
- Click on Select tariff to activate.



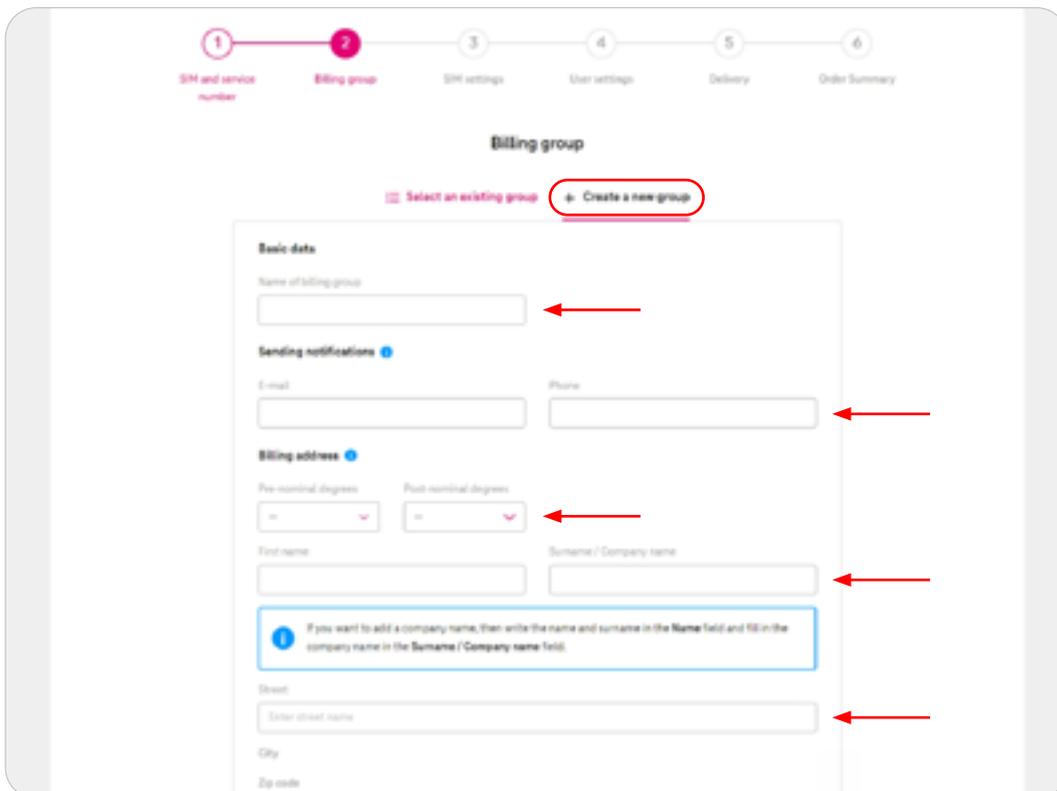
- Select the SIM card, phone number and activation date.



- Select an existing billing group or create a new one.



- To create a new billing group, enter the name of the billing group, contact details and billing address.



- Select how you want to be notified of a SIM card activity and consent to contact from T-Mobile and its partners.

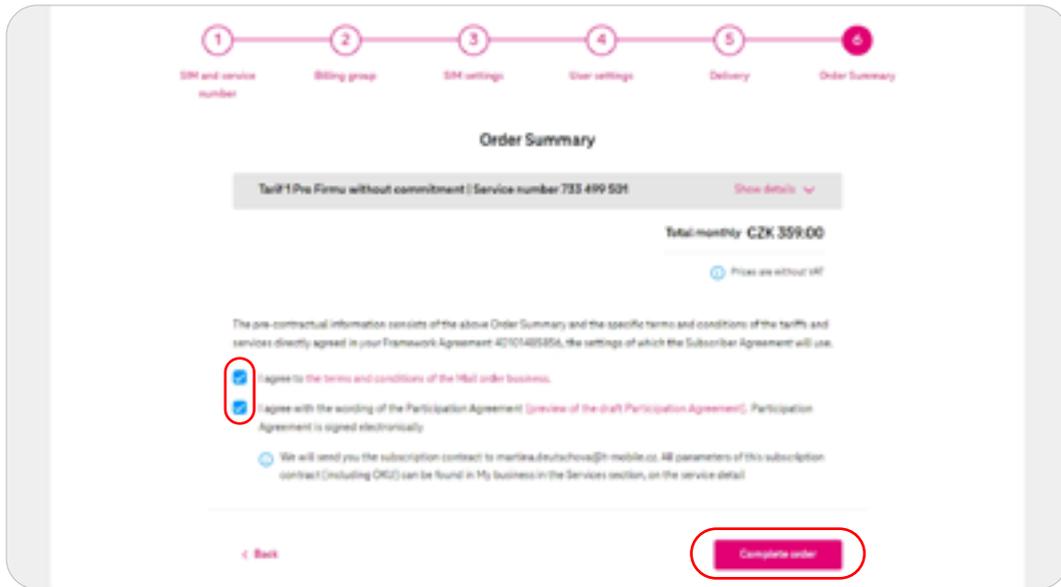
- Enter the SIM user's first and last name, password for communication and basic user role.

- If you have selected eSIM, please enter your email to receive your eSIM electronically.

- If you have chosen a physical SIM card, please choose your delivery method.

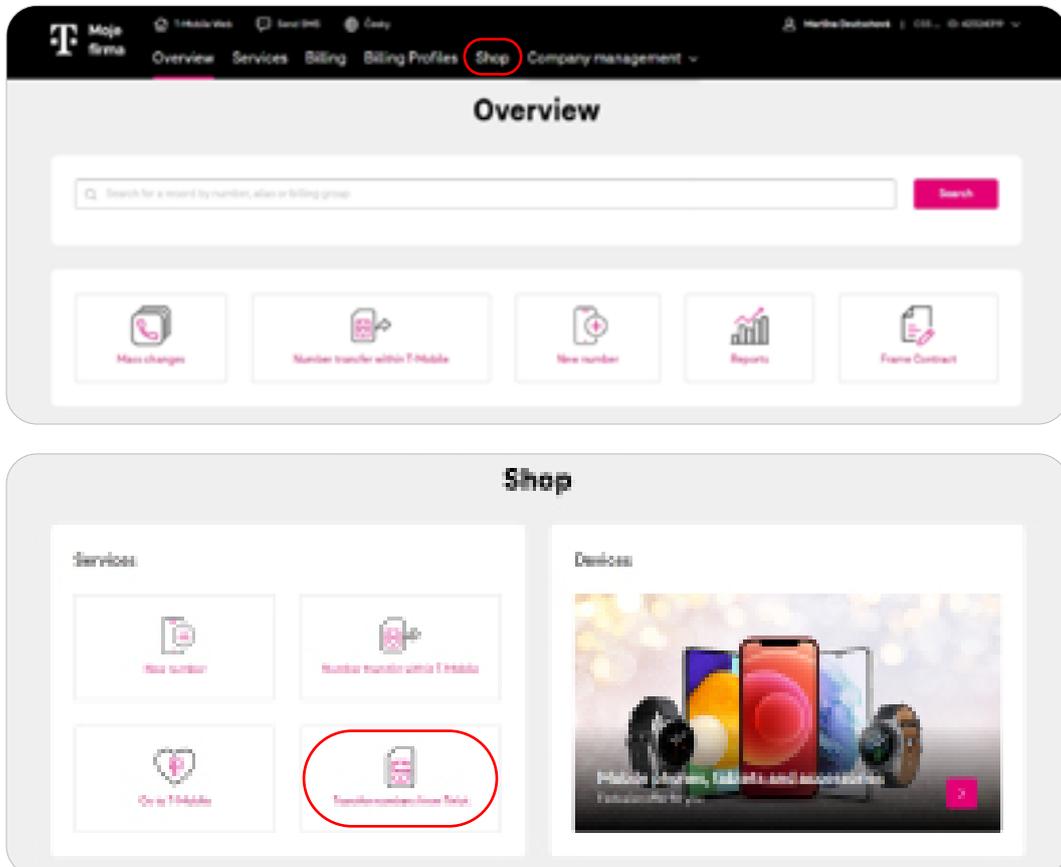
- For delivery by courier, please enter all necessary information. For delivery by Czech Post, fill in the required data and choose the delivery location.

- Check the consents and click on Complete the order.



Migration from Twist

- On Moje firma portal www.moje-firma.t-mobile.cz select the Shop tab and choose Migrate from Twist.

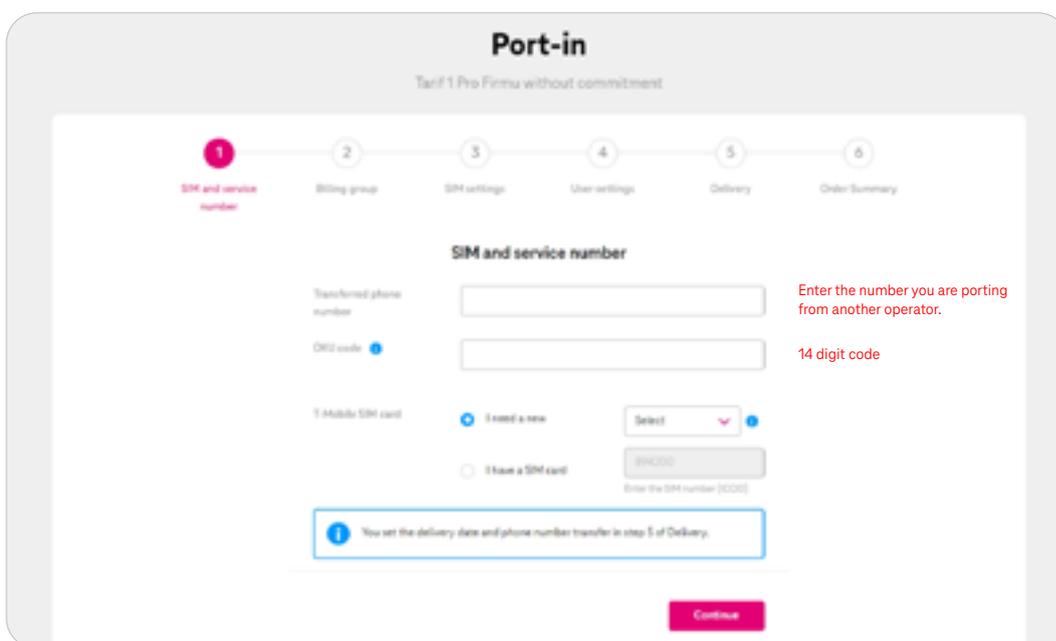


- When migrating from Twist, you only need to fill in your phone number and SIM card serial number.



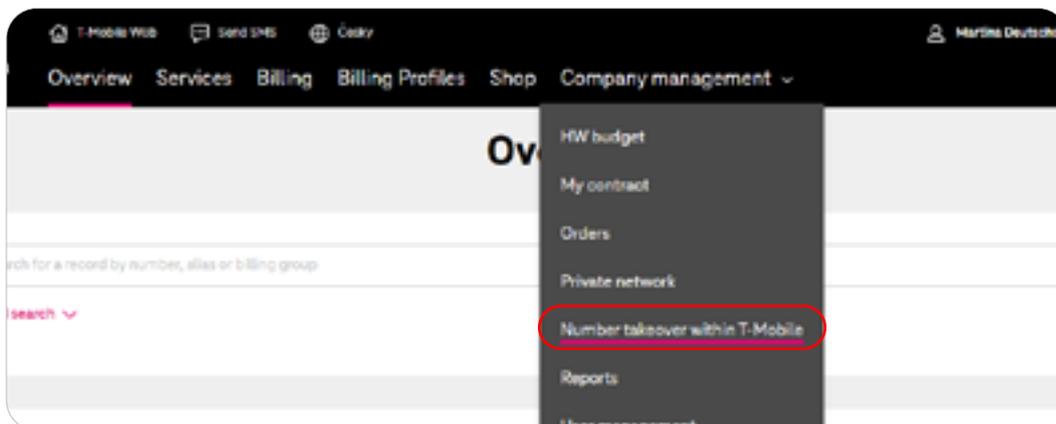
Porting from another operator

- In order to port from another operator, you will need the phone number as well as the OKU (subscriber verification code).

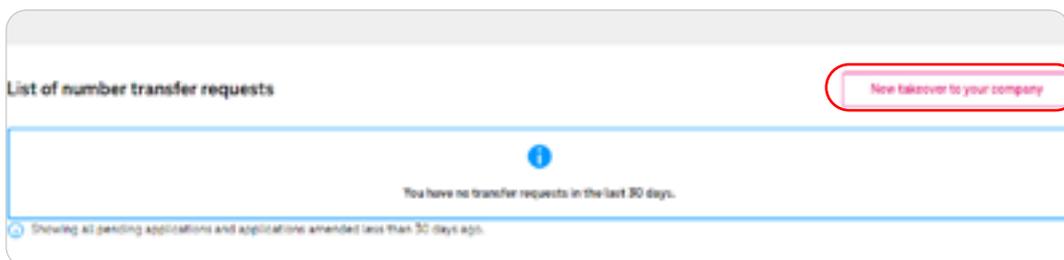


4.2. Transfer of a subscription contract (takeover)

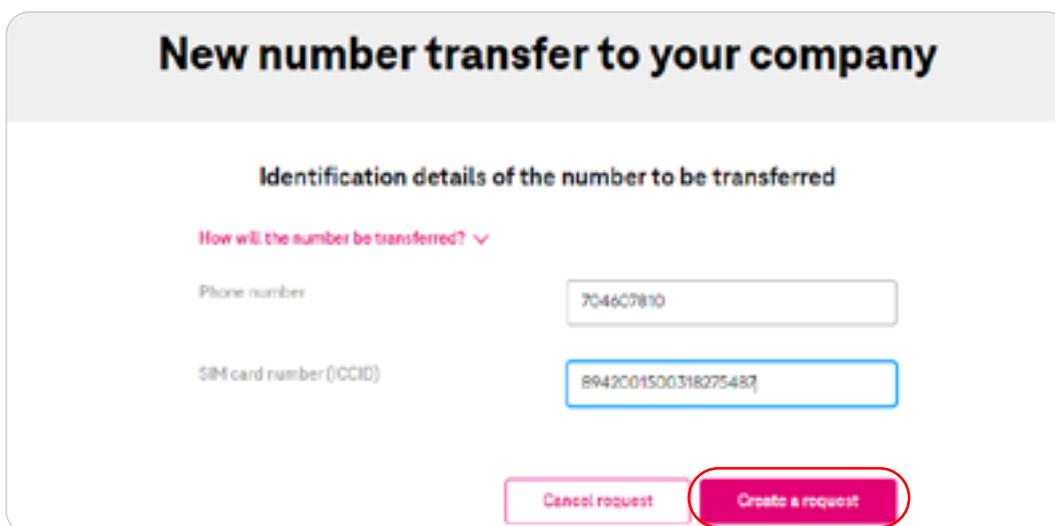
- On Moje firma portal select the Company management tab and choose Number transfer within T-Mobile.



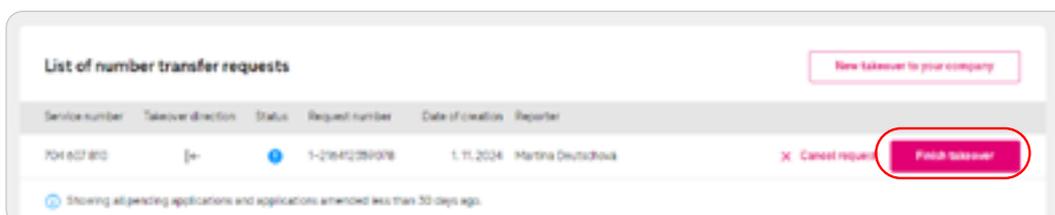
- Click on the New takeover to your company button.



- Fill in the phone number and SIM card serial number and confirm with the Create a request button. You will then be taken back to the overview of the requests, where you can see their current status.



- Once the original subscriber approves the request, you can complete the takeover.



- Choose the tariff you want.



- Select an existing billing group or create a new one.

1 Billing group 2 SIM settings 3 User settings 4 Delivery 5 Order Summary

Billing group

Select an existing group + Create a new group

Search by a billing group number or by a name Search

Selected group: 5953 3793

Group number	Group name
<input checked="" type="radio"/> 5953 3793	
<input type="radio"/> 5880 7828	test 55
<input type="radio"/> 5774 4934	Testing - UAT3

Continue

- Select how you want to be notified of a SIM card activity and consent to contact from T-Mobile and its partners.

1 Billing group 2 SIM settings 3 User settings 4 Delivery 5 Order Summary

SIM settings

Sending activity alerts to the SIM

Notifications regarding all user services (Info about data package activation, data exhaustion, suspension, etc.)

Notification method

E-mail

Contact phone 704607810 Contact e-mail testing@t-mobile.cz

Direct Marketing and Marketing Consents

For more information about the processing of your personal data and your rights, please click [here](#).

Direct marketing (optional) Call
SMS/MMS/Smart messages
E-mail/Letter

User consents (optional) Consent to third party marketing

Back Continue

- Set the user's password for communication and standard or limited permissions.
 - The password is used to block and unblock the SIM card due to loss/theft, replace the SIM card and retrieve the PUK code. It can be communicated to the end user and **should therefore be different from your admin password**.
 - The standard permissions will allow the user to make changes to the settings of this phone number (e.g. change tariff or data package activation). Limited permissions do not allow the user to make these changes.

1 Billing group 2 SIM settings 3 User settings 4 Delivery 5 Order Summary

User settings

Basic data

First name: Surname:

The name will be displayed in the User Management section The last name will be displayed in the Manage Users section

Password for communication ?

- ✔ It's filled in
- ✔ Contains only numbers
- ✔ The number of numbers is from 4 to 12
- ✔ The numbers are not the same
- ✔ No ascending / descending series
- ✔ Not identical to the contact phone

Basic user roles

Standard permissions (can manage the service itself)
[Show details](#) ▾

Limited permissions (the administrator manages the service for the user)
[Show details](#) ▾

? A description of the roles can be found [in this document](#).

[< Back](#) [Continue](#)

- Check the consents and click on the Complete order button.

1 Billing group 2 SIM settings 3 User settings 4 Delivery 5 Order Summary

Order Summary

Tarif 1 Pro Firmu without commitment | Service number 704 607 810 [Show details](#) ▾

Total monthly CZK 359.00

Prices are without VAT

The pre-contractual information consists of the Order Summary above and the specific terms and conditions of the tariffs and services directly negotiated in your Framework Agreement 40015669070, the settings of which the Subscriber Agreement will use.

I agree to the terms and conditions of the mail order business.

I agree with the wording of the Participation Agreement ([preview of the draft Participation Agreement](#)). Participation contract is signed electronically.

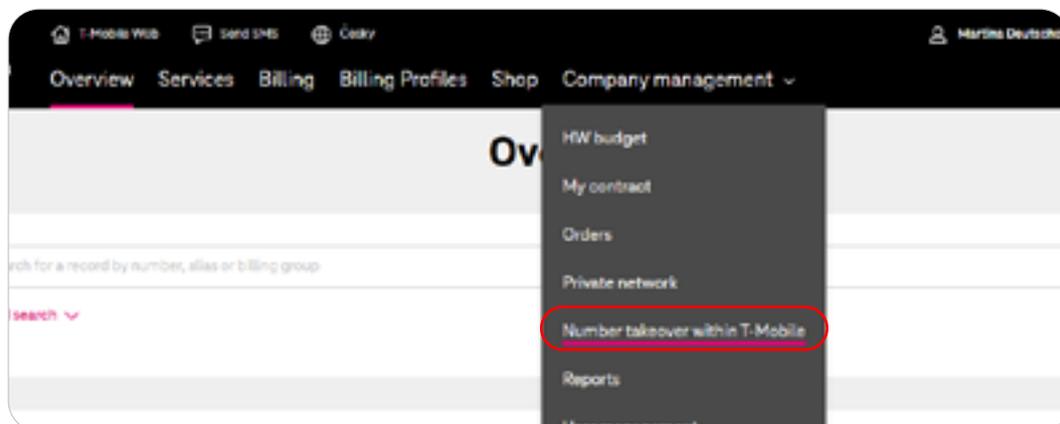
We will send you the subscription contract to martina.deutschova@t-mobile.cz. All parameters of this subscription contract (including OKU) can be found in My business in the Services section, on the service detail.

[Back](#) [Complete order](#)

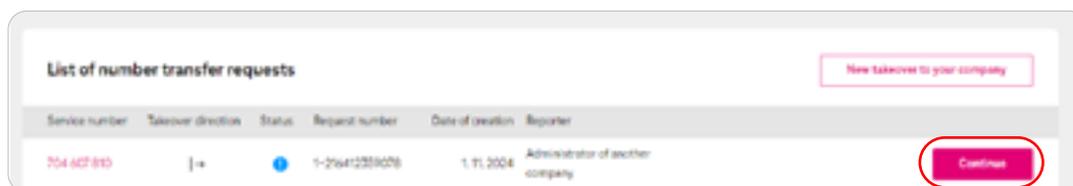
4.3. Transfer of a subscriber contract between master contracts (takeover)

Confirmation of consent by the original subscriber

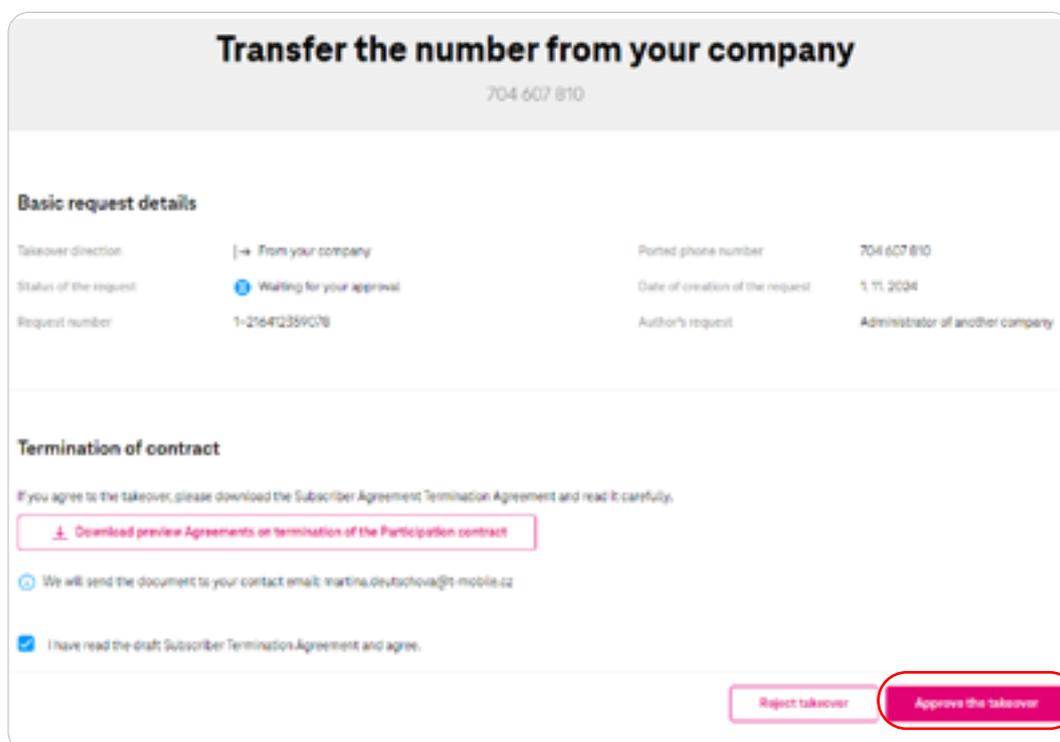
- On Moje firma portal select the Company management tab and choose Number transfer within T-Mobile.



- Click Continue on the request.

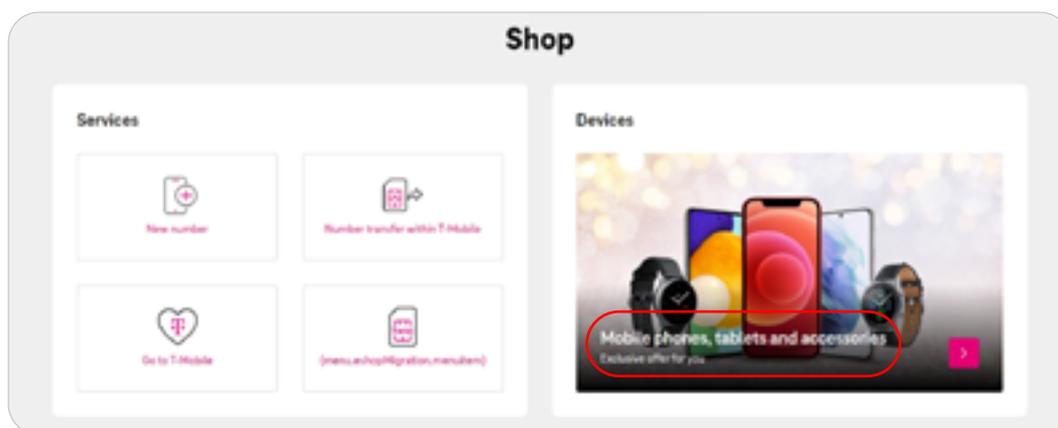


- Check the Agree to the draft Subscriber Termination Agreement and confirm with the Approve the takeover button.



4.4. Ordering drawer SIM cards

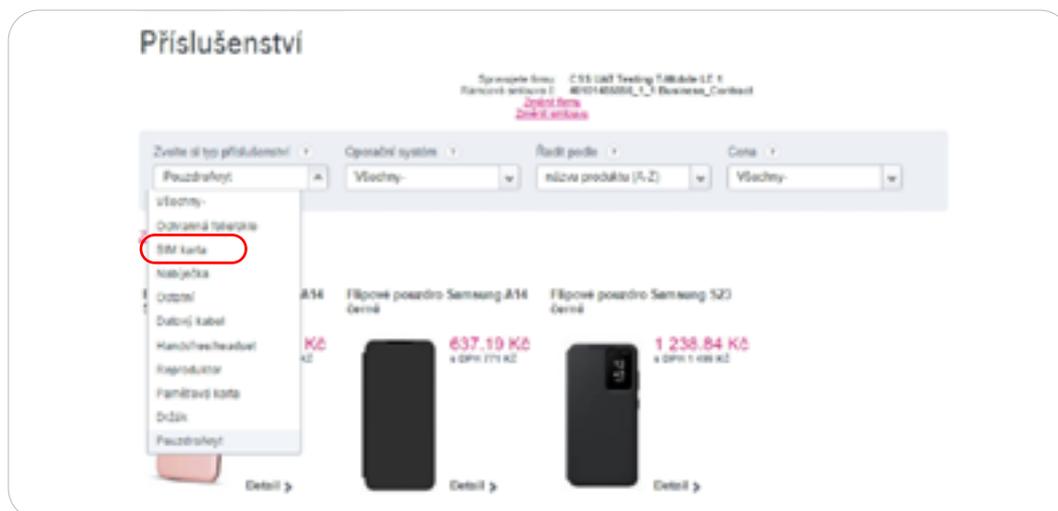
- From Moje firma portal, go to the Store. Click on Mobile phones, tablets and accessories.



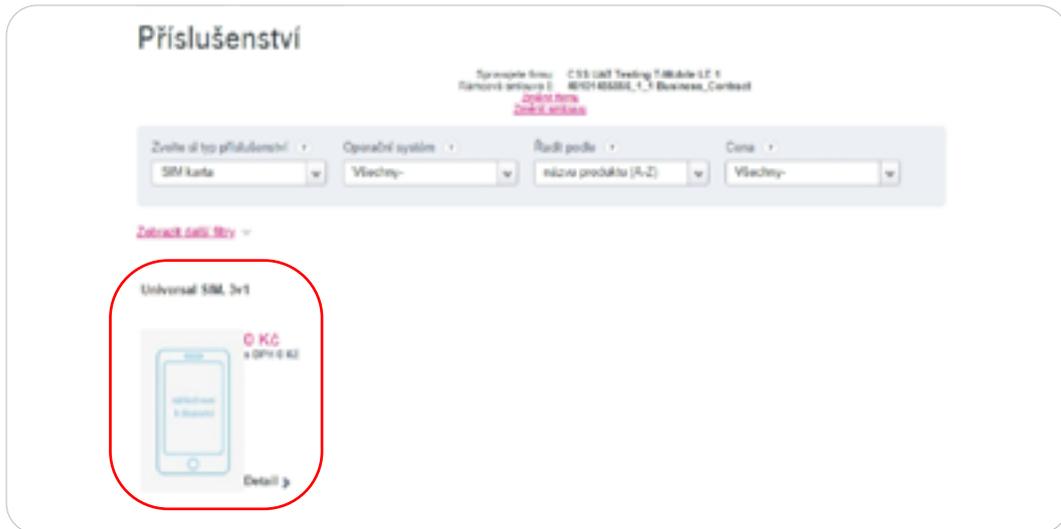
- Select accessories.



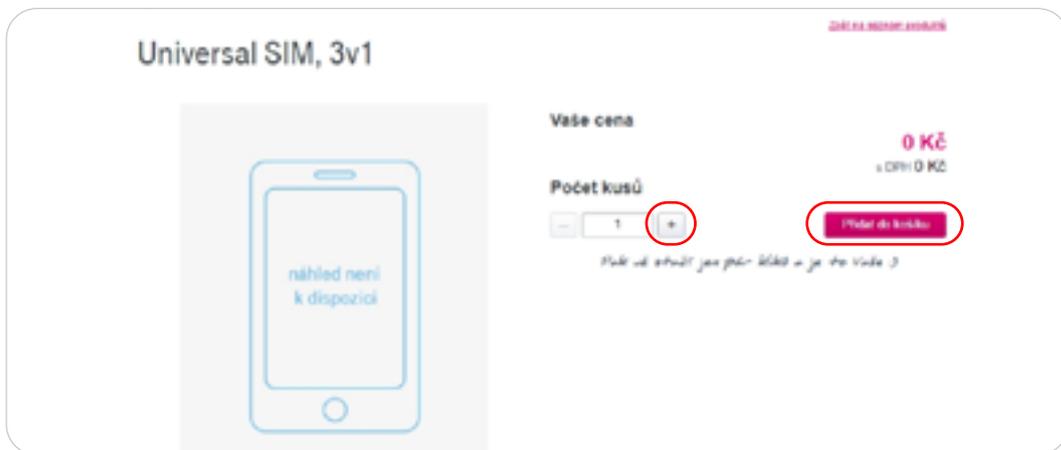
- Filter a SIM card.



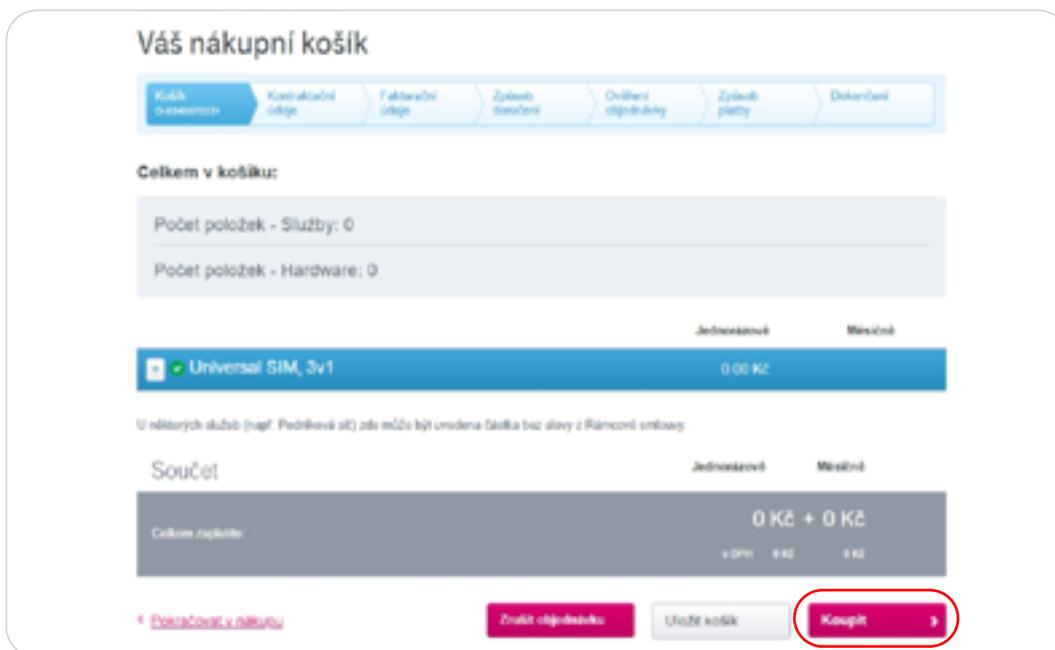
- Click for details.



- Specify the number of SIM cards to be ordered and add them to the basket.

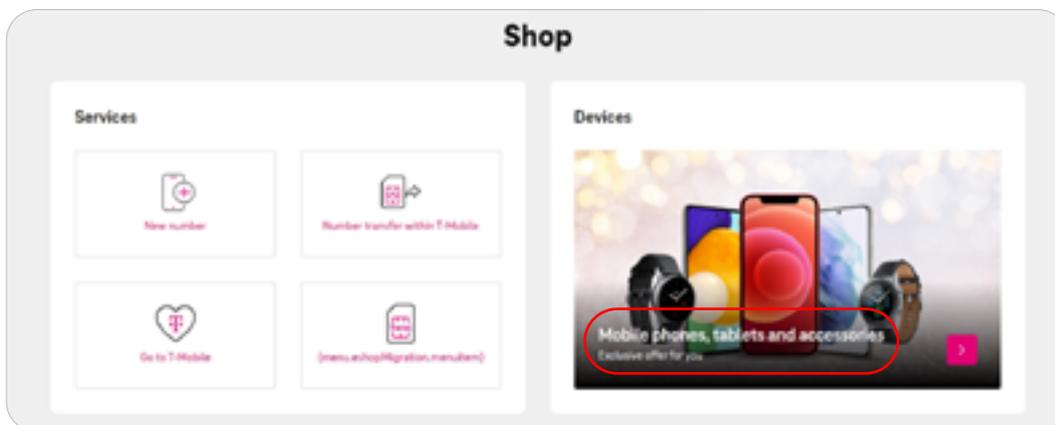


- Confirm with the Buy button, fill in the delivery details and complete the order.



4.5. Ordering devices from the HW budget

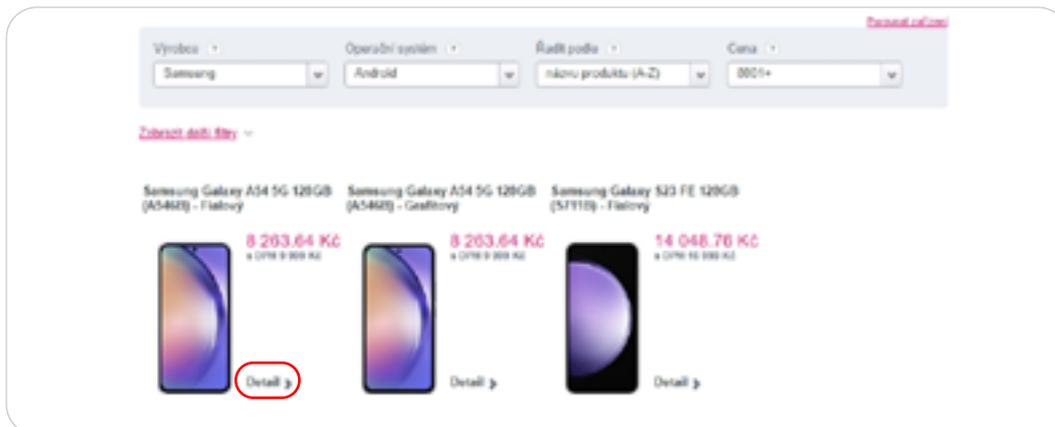
- From Moje firma portal, go to the Store. Click on Mobile phones, tables and accessories.



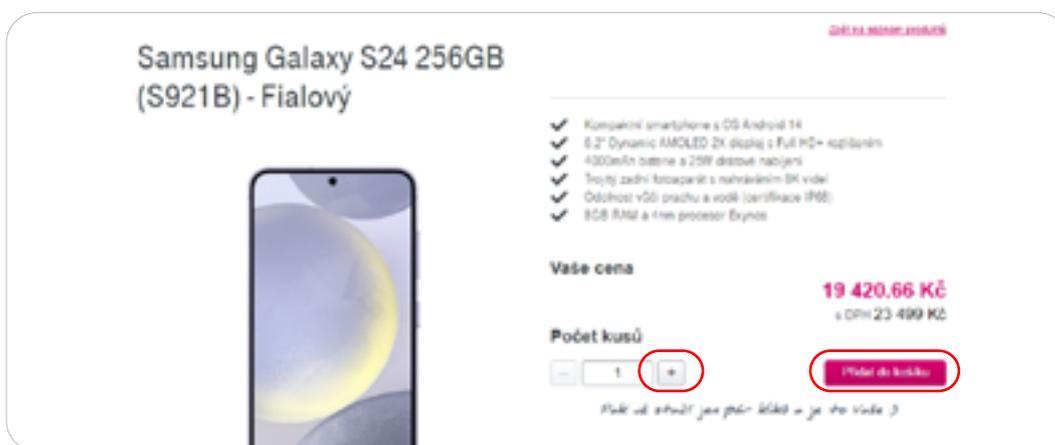
- Select the type of device.



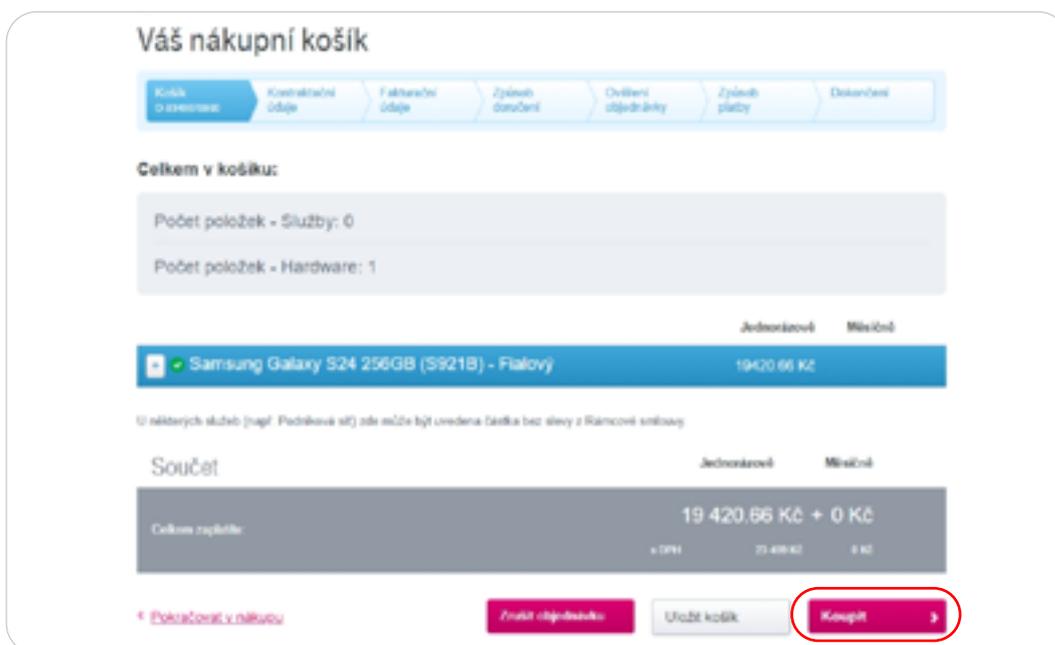
- Find the device you want (for example, by using filters) and click for details.



- Select the desired number of pieces and click on Add to basket.



- Check off the HW budget draw-down and confirm with the Continue button.
- Confirm with the Buy button.



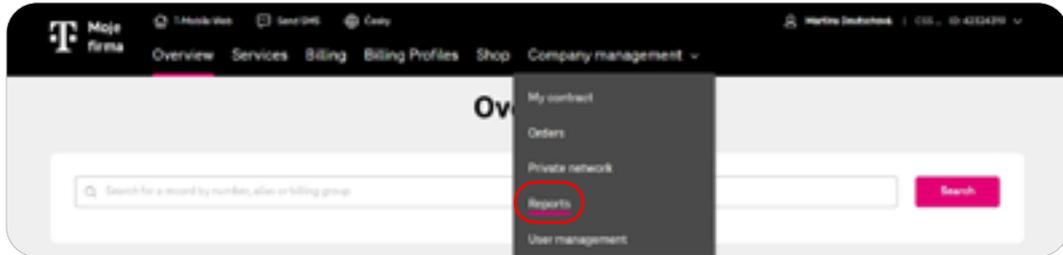
- Choose the delivery method (usually Expedis courier), fill in the delivery address and your own order number, if applicable, check off the terms and conditions and continue.

- Choose your payment method (usually an invoice) and complete your order.

5. Reports

5.1. Creating a report

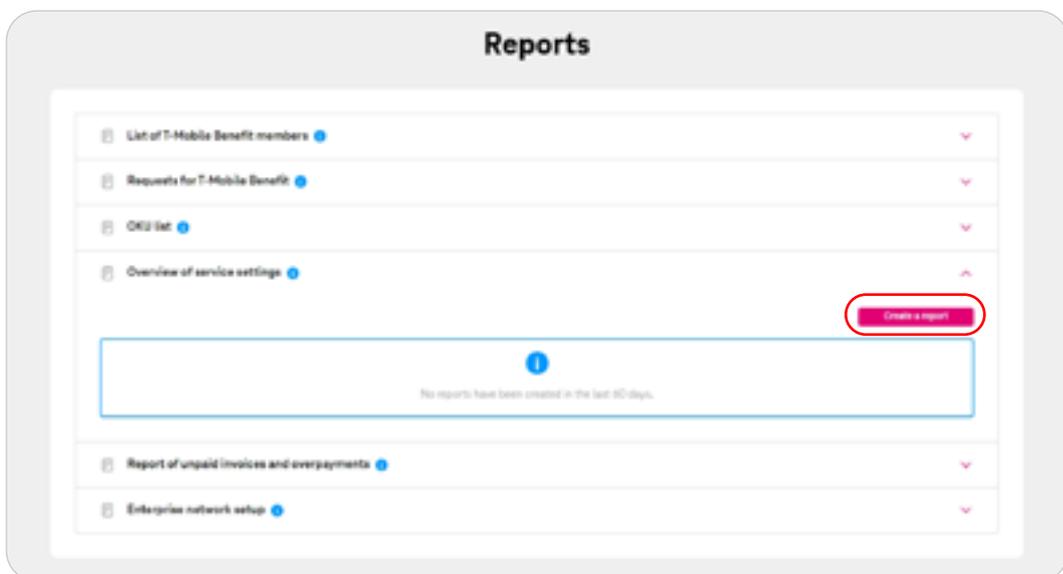
- The section can be accessed via the top menu. Select the Company administration tab and choose Reports.



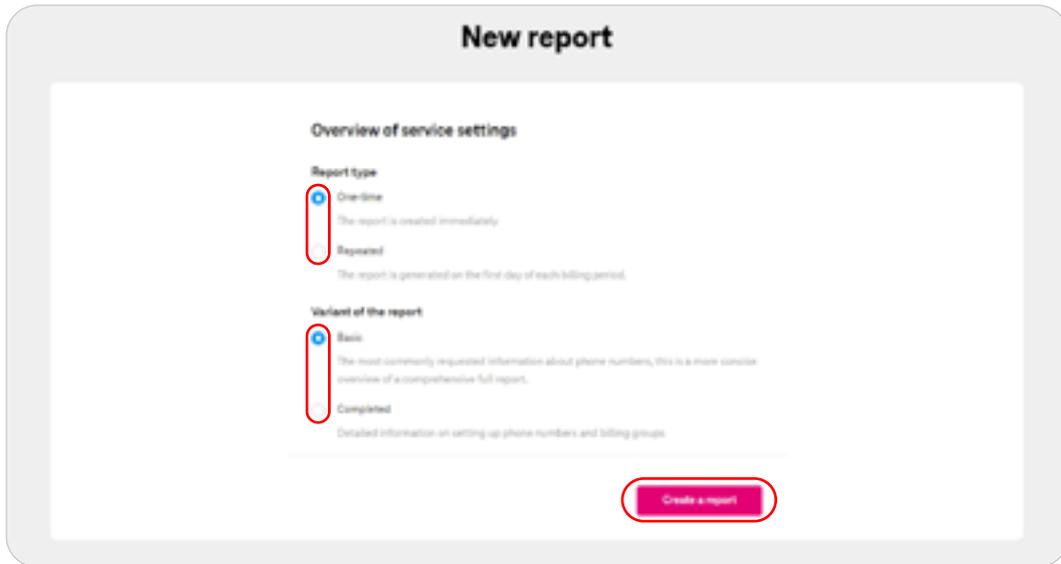
- Choose your desired report type.



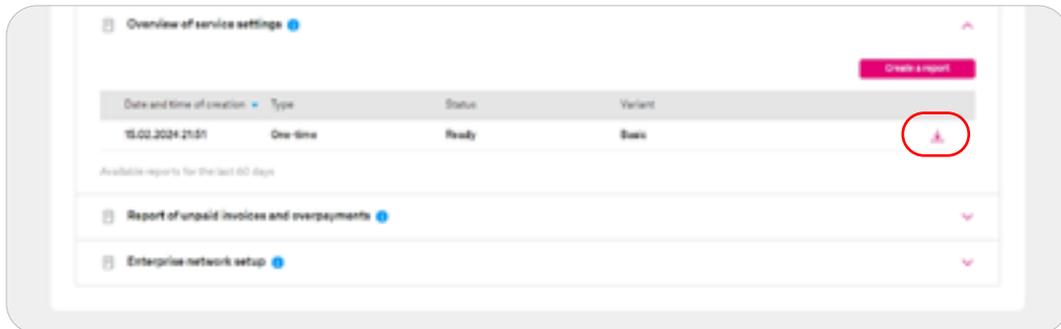
- Click on the Create report button.



- Select the type and variant of the report and confirm the selection.



- You can now see an overview of the reports in the detail of each section:

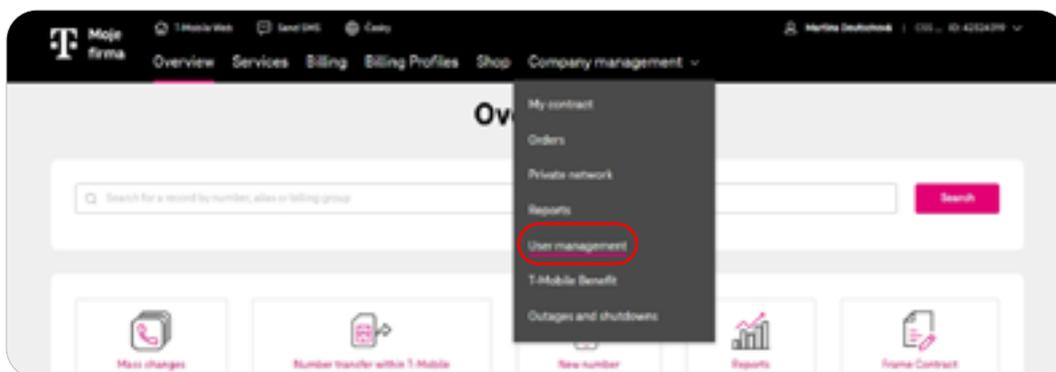


- A one-time report can be downloaded by clicking on the download icon, see the figure.
- Recurring reports are generated on the day of your billing period (1st, 6th, 13th or 20th day of a month).

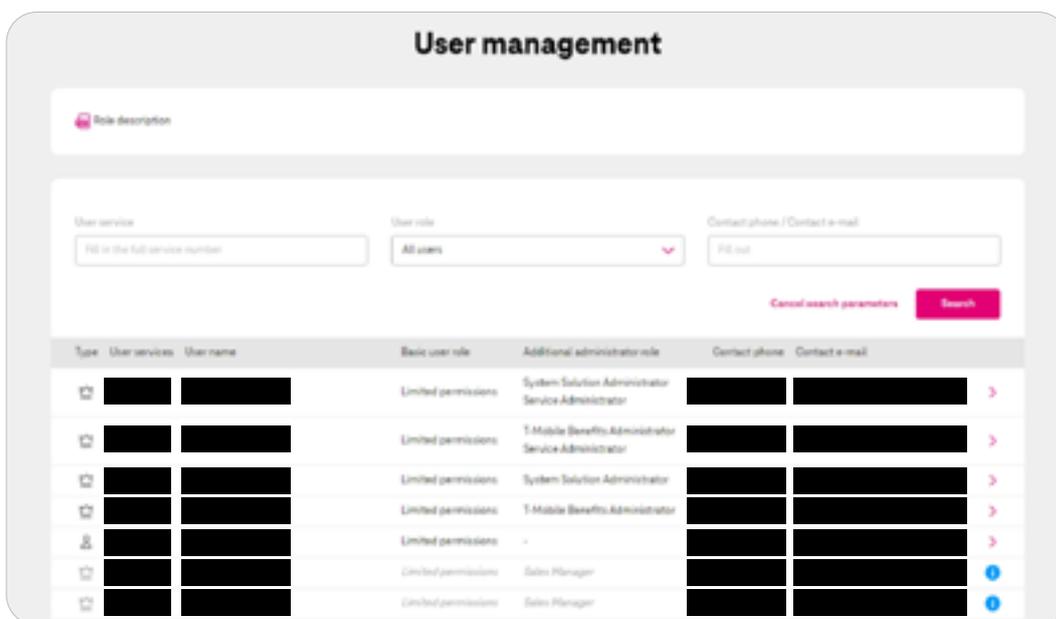
6. User administration

6.1. List of users

In the Company administration section, under User administration, you can see a list of users who can log in to Moje firma portal. Only the Authorised Person and Business Manager roles have access to this section.



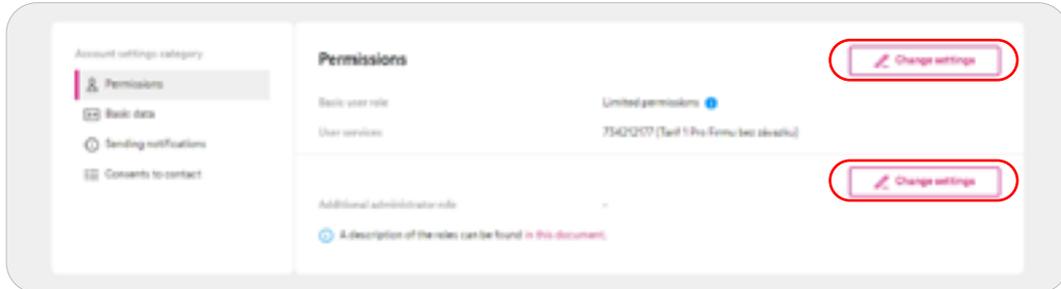
- Here you can also find the manual – Role descriptions



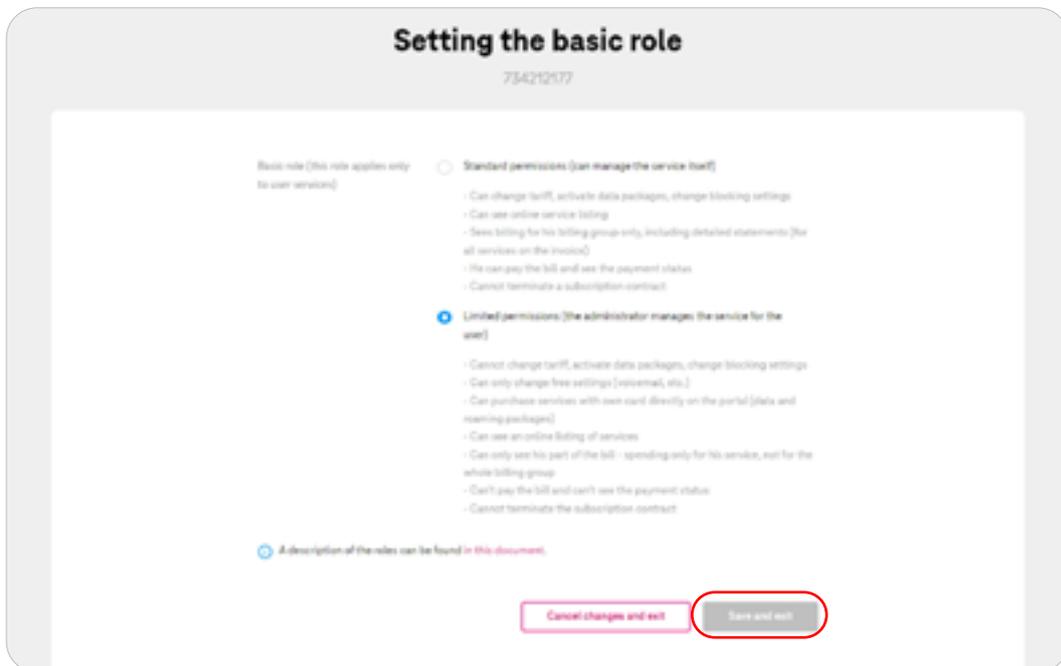
6.2. User detail – Authorisations, Basic data, Sending notifications, Contact consents

Authorisations – primary user role and secondary administrator role

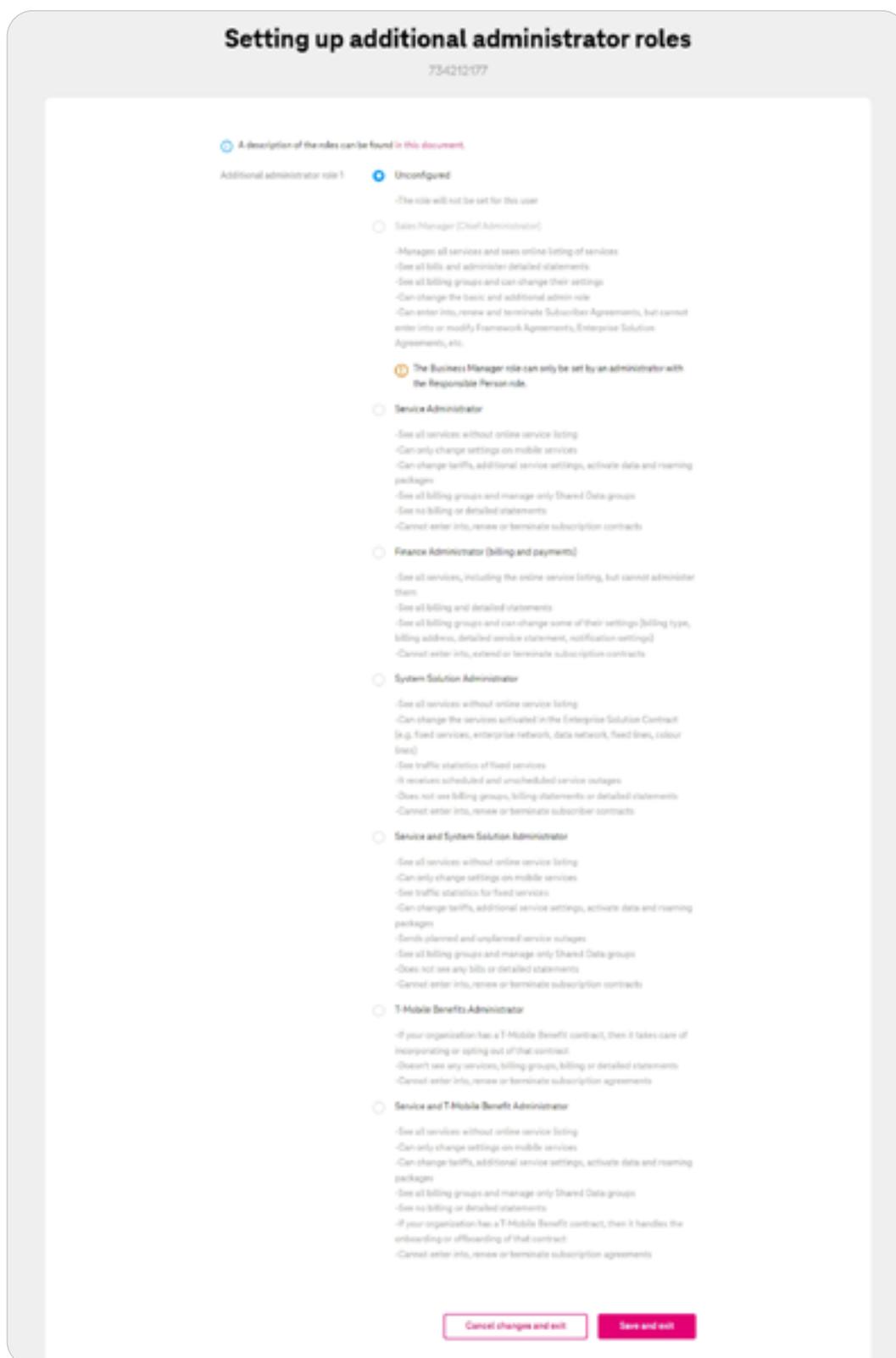
- If the user has any custom services, it is possible to set a Primary user role for them.



- You can choose between the Standard authorisation and Restricted authorisation roles.

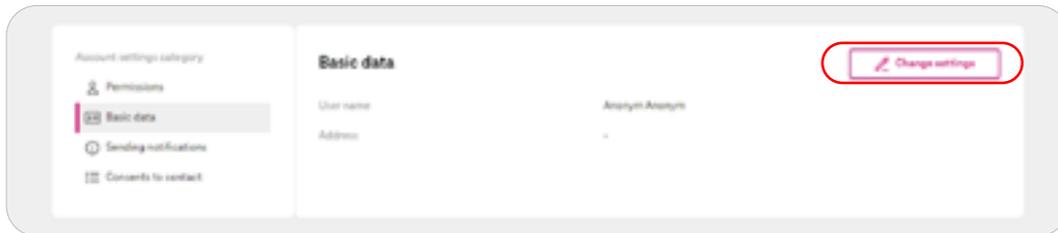


- In secondary administrator roles, the range of roles is wider. You can also find a description of the roles in the document at the top of the screen.



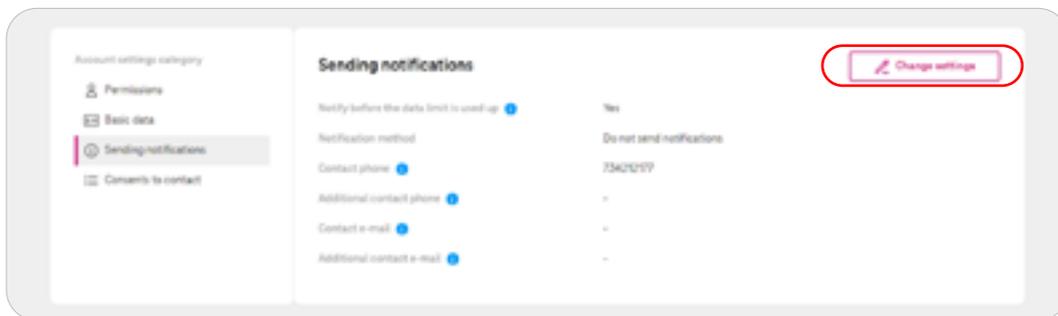
Basic data – name and surname

- In this section, the name and surname of the user can be changed (does not apply to the Authorised Person and Business Manager roles).



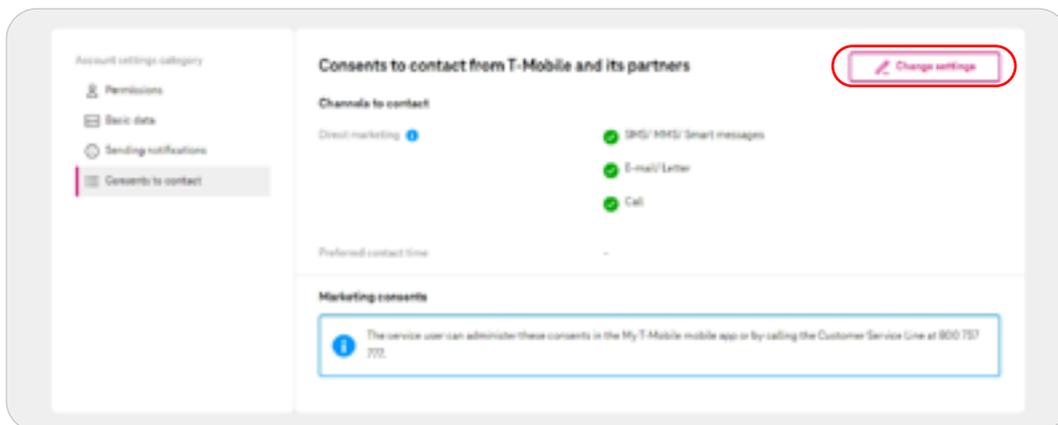
Sending notifications

- Here you can change the user’s contact details.



Contact consents

- In the Contact consents section you can view and edit some user consents.

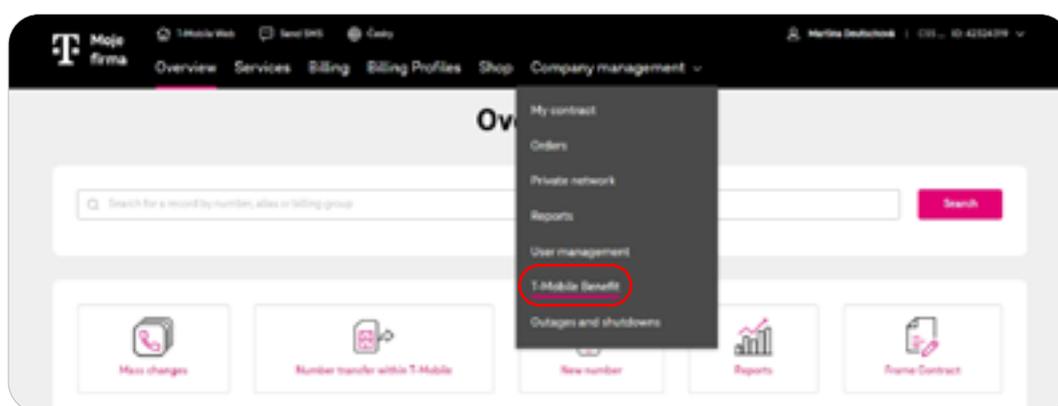


7. T-Mobile Benefit

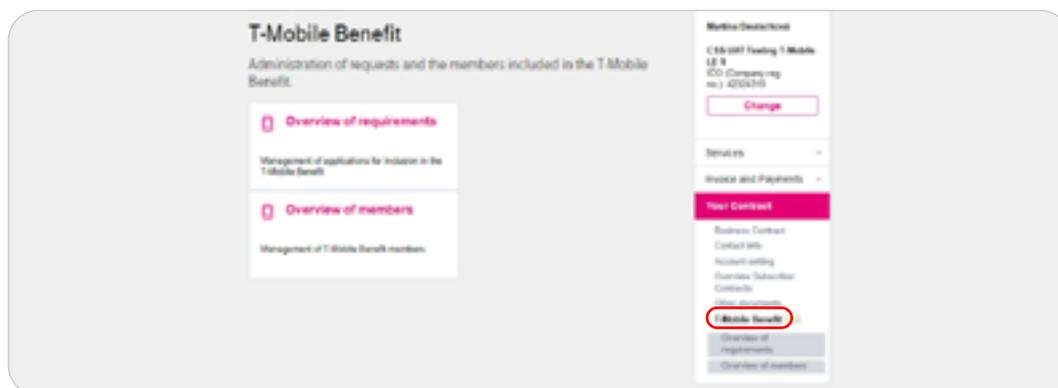
7.1. Benefits Programme – Admin Guide

Member approval, member removal, member search, member detail and member/request report option

- After logging into Moje firma portal at www.moje-firma.t-mobile.cz, select the Company administration tab and select T-Mobile Benefit.



- Choose T-Mobile Benefit in the navigation on the right or via the icons on the left to see the list of requests or the list of members.

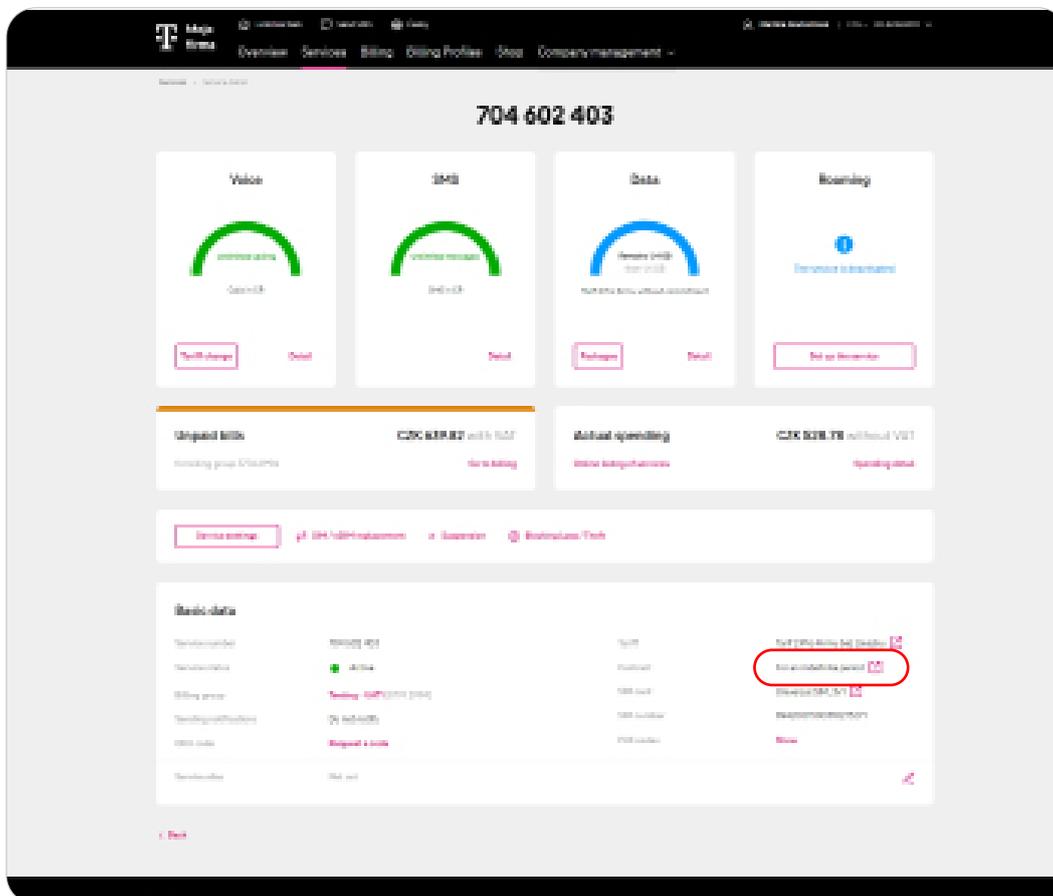


- In the List of requests, you will see the requests waiting for approval or rejection.
- If there is more than one request, you can mark all of them and Approve the marked ones together.
- If you choose the List of members, you can see the members in the Benefits programme, automatically displayed below with the option to view the member detail or directly remove the entire member.
- If you select the Member detail, you see an overview of the member's numbers and the option to delete the member.
- The search is also possible by the member's number or name.
- You may also find the members report useful, which you can get from the basic overview.
- The section can also be accessed via the top menu under Company administration > Reports.

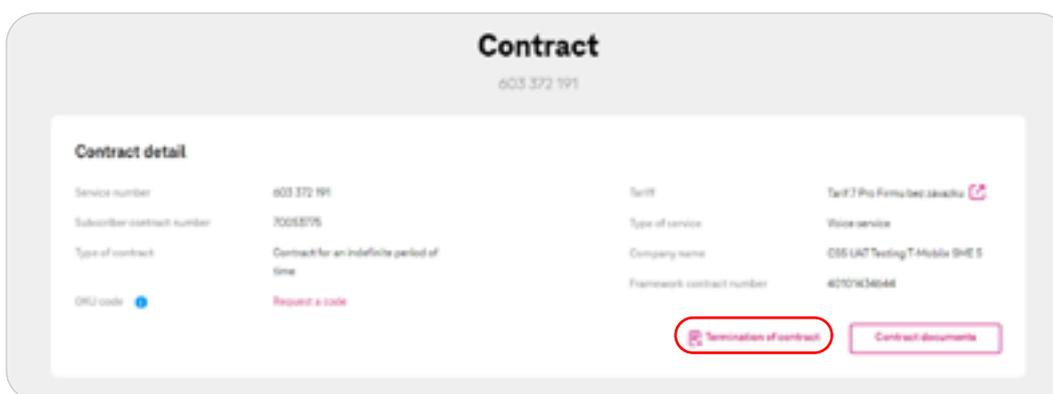
8. Termination of a subscription contract

8.1. Termination of a Subscription Contract

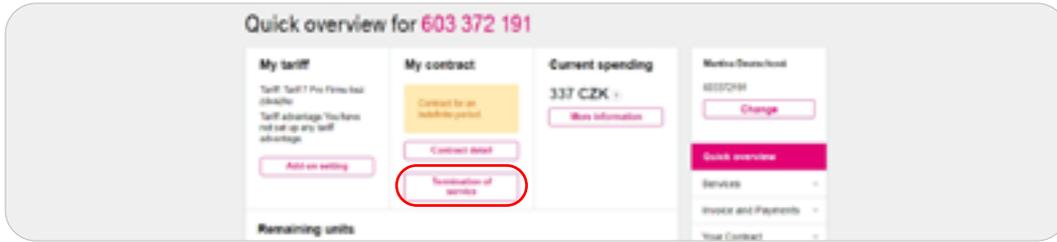
- Find the [phone number](#) you wish to terminate and click to see the detail at **Contract** in **Basic data**.



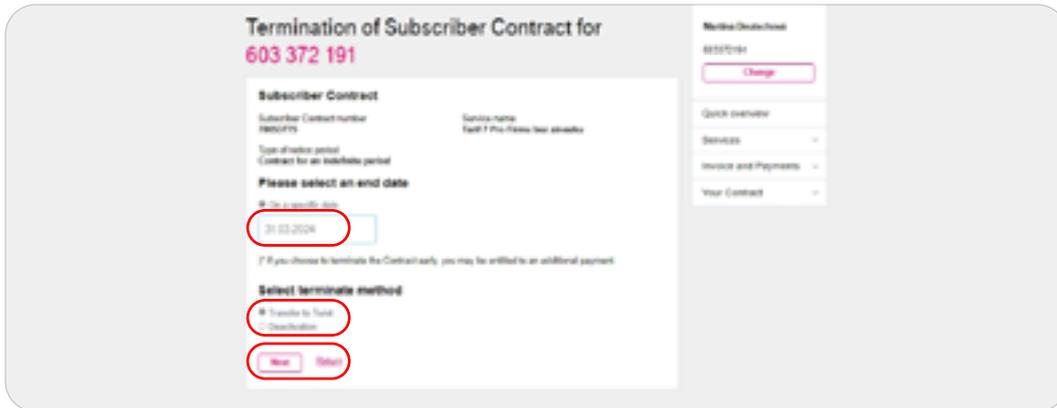
- Go to **Contract termination**.



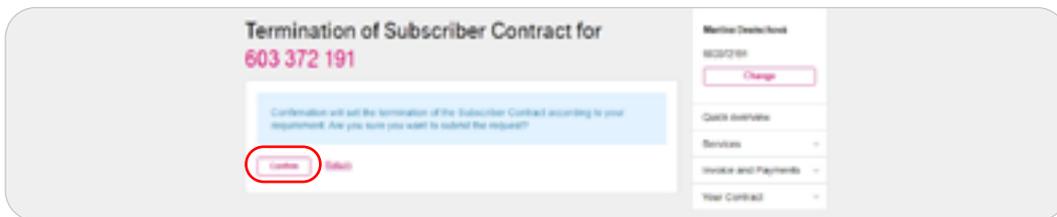
- Confirm the service termination.



- Select the termination date, termination method and confirm with Continue.

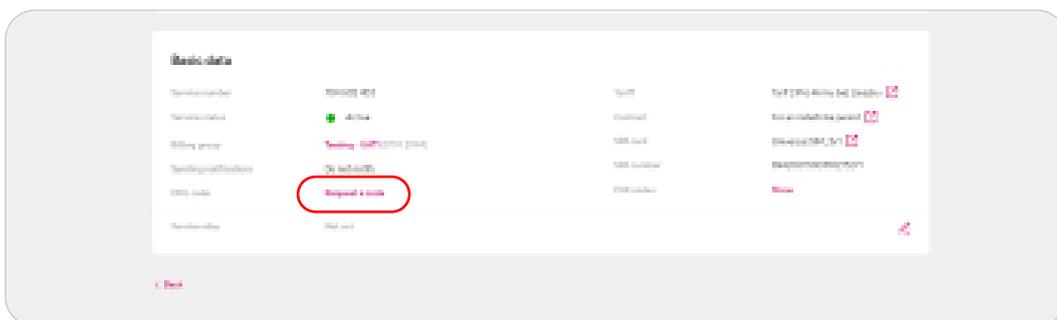


- In the last step, confirm termination.

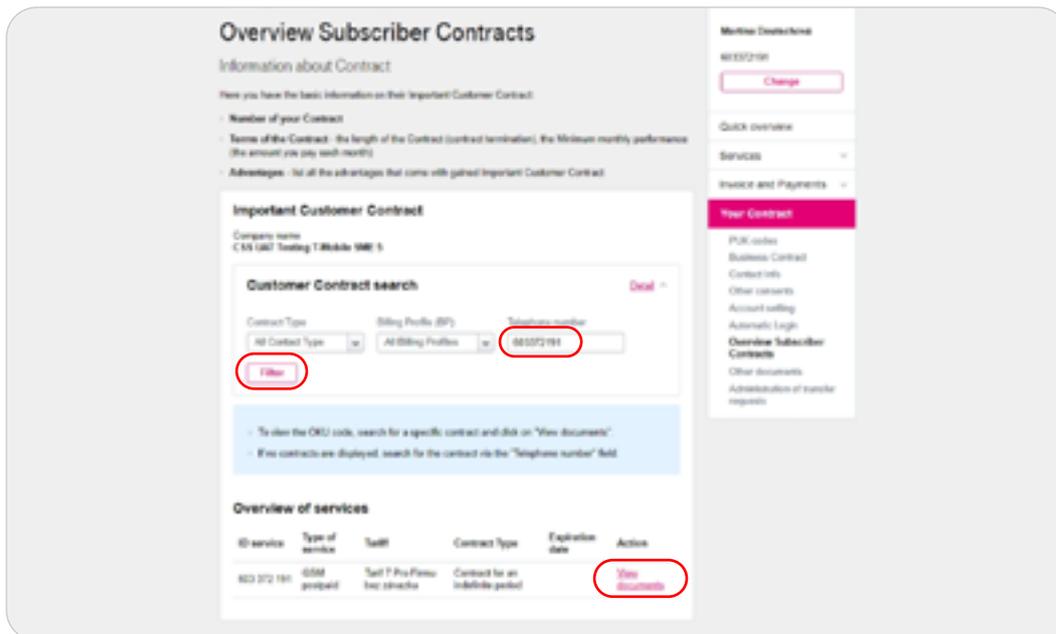


8.2. Retrieving the OKU (subscriber authentication code)

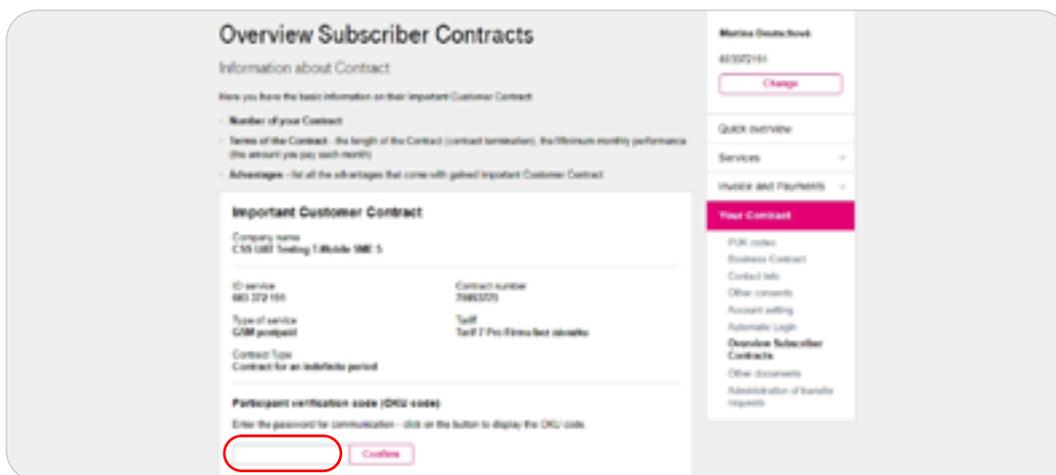
- [Find the phone number](#) and click on OKU retrieval in Basic data.



- Filter your desired phone number and view documents.



- Fill in your admin password.



- Once confirmed, the OKU will be displayed.

