

PRODUCT

Q. What does the Cellphone Rental pack contain?

A. The Cellphone Rental pack contains all tools to meet your global travel needs: a local SIM card, handset, charger and battery

Q. What handset will I receive in my Cellphone Rental pack?

A. Cellphone Rental provides Nokia phones exclusively, with models chosen to suit your location and requirements. The following models are provided in general in the listed locations: NOKIA 6021

RESERVATION

Q. How do I make a reservation?

A. You can reserve your Cellphone Rental pack via the coupon online by fax or email .

Q. What details will I need to provide to make a reservation?

A. You will need to sign the Cellphone Rental contract to confirm the reservation:

Contact details: name, address, phone number

Delivery date and location: choose location of choice, hotel, trade booth or other

Return date and location: choose location of choice, hotel, trade booth or other

Credit card details: card number

Type of card: amex, visa or mastercard

Card holder: name as it appears on the card

Expiry date: card expiration date

V-code: the v-code is a three/four digit code on the reverse of your credit card.

For american express cards, the code is four digits and is marked on the front left hand side above the credit card number.

Q. Is my reservation secure?

A. Cellphone Rental has taken the necessary precautions to ensure that your reservation is completely secure.

Q. Do I need to sign for the reservation?

A. Cellphone Rental will ask you for a signature to confirm the reservation and agree that you accept the terms and conditions of the rental.

Q. How will I know that my reservation has been confirmed?

A. Our reservation center will send you an order confirmation by fax or email.

Q. Can I receive my mobile number before I leave home?

A. Yes, within 24 hours of receipt of your reservation.

Q. Can I make a reservation without a credit card?

A. No, reservations are guaranteed with credit card only.

Q. Is an authorisation hold on credit card?

A. No authorisation, a prepayment of 180€ will be required.

Q. Can I cancel a reservation?

A. Yes, but you will need to contact Cellphone Rental at least 24 hours before the due delivery date.

Q. Will I pay a cancellation fee?

A. You will only pay a cancellation fee should you fail to inform Cellphone Rental 24 hours in advance, a fixed fee of 100 € in will apply.

RETURN

Q. Where can I return my pack?

A. You can return at your hotel or at Cellphone Rental's offices.

Q. What do I need to do to return the pack?

A. You need to contact the Cellphone Rental hotline one day before returning the equipment to indicate the time and location of the return. The hotline number will be indicated on your pack.

Q. What should I do if I am missing an element of the pack on return?

A. Please notify us of the problem when you are returning the phone, a fee will apply.

SERVICE

Q. I am having trouble making a reservation; will a Cellphone Rental sales agent guide me through the steps I need to follow?

A. Yes, Cellphone Rental has a dedicated customer service team to help you throughout your booking and rental.

Q. Can Cellphone Rental teams speak my language?

A. All Cellphone Rental agents are multi-lingual and experts in their field. You can contact your local Cellphone Rental team by calling +33 (0)9 600 555 27

Q. Will an agent explain the functionalities of the phone on delivery?

A. An agent will happily explain the different functions of the phone on delivery to ensure that you make the most of the phone during your trip. A technical hotline also remains available to you throughout your rental period.

Q. I have a technical problem with my phone, what should I do?

A. Please call the hotline for your location and an agent will solve your query.

Q. My handset/pack has been lost /stolen. What should I do?

A. Please call the relevant hotline to speak to your Cellphone Rental agent. They will guide you through the steps to follow in order to replace the equipment as soon as possible. Please call +33 (0)9 600 555 27

RATES

Q. What type of calls can I make and what rates will I pay?

A. Incoming: all calls made to location outside country of line rental.

National: all calls made to location within country of line rental.

International: call made to location outside country of line rental.

Roaming: refers to all calls made on your handset should you travel outside the country of line rental.

Voicemail: all Cellphone Rental handsets are configured for access to a voice messaging system.

SMS: all Cellphone Rental handsets are configured to allow you to send text messages.

DELIVERY

Q. Where can I receive my pack?

A. Cellphone Rental will deliver your Pack to your preferred location: your hotel, local address or trade booth.

Q. How will I receive my pack?

A. Your Pack will be delivered with all the necessary tools for your trip on your chosen delivery date:

Handset, charger, battery.

Q. When will I receive my pack?

A. You can choose your preferred date for delivery on the reservation form.

Q. Am I charged for delivery?

A. Delivery of the phone is free in Cannes. Other a15€ fee will apply.

USING MY HANDSET

Q. Can I meet problems with coverage zones?

A. Networks provided by Cellphone Rental guarantee premium quality coverage in all worldwide destinations. However, should you have any problems or have any queries, please contact your local hotline.

Q. Can I divert calls from my personal mobile to my rental number?

A. Yes, you can set up a divert on your personal handset to receive all calls on your pre-assigned rental number.

Q. Can I consult my voicemail from abroad?

A. Yes, Cellphone Rental handsets are configured to allow you to access your voicemail when abroad. Please select the voicemail number from the phone listing on your handset. If you require any assistance, please ask an agent on delivery or call the hotline.

Q. Can I send text messages from my handset?

A. Yes, you can send a text message to any destination just as you would from your personal number. If you require any assistance sending text messages, please ask an agent on delivery or call the technical hotline.

Q. What number do I dial to call the Voicemail

A. The voicemail number is 123

For further questions, please contact us.