

LIST OF SERVICES

Mobile Telephony

Basic services

BASIC SERVICES	SERVICE DESCRIPTION
Telephony (incoming and outgoing calls)	A standard telephony service enabling voice transfer via a mobile handset
Video calls (incoming and outgoing calls)	The service enables simultaneously transfer of voice and video signal via mobile handset that supports 3G technology
Voice - Emergency calls	Police - 192
	Fire brigade - 193
	Ambulance - 194
	Info and Alert Centre - 195
Voice – Special services	Auto Moto Association of Macedonia - 196
	Customs Directorate - 197
	Ministry of Finance – Public revenues office - 198
	Ministry of Internal affairs - 199
Sending SMS	The Short Message Service (SMS) enables sending and receiving short text messages of up to 160 characters via a mobile handset
Receiving SMS	
Maily – Voice mail	Maily is an IVR active 24 hours a day. Maily receives the calls made towards the subscriber's number whenever the subscriber cannot do that – when he/she is unable to answer, busy or unreachable.
Dial freely	The service enables: <ul style="list-style-type: none"> - report through SMS for the missed call when the subscriber is unreachable, - report through SMS for reconnection to the network of a previously unavailable subscriber, - report through SMS for missed call when the subscriber is busy and - report through SMS for reconnection to the network of a previously busy subscriber.
Data transfer (asynchronous 9600 bps)	This service enables data transfer from one computer to another with a speed of 9600 bps within the national or international networks, using the mobile handset as a modem

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Fax transfer	This service enables fax transfer from computer to fax, using the mobile handset as a modem
Alternative voice/fax transfer	This service provides the user with the possibility to use voice services and transfer to fax at the same time, using the mobile device as a modem without interrupting the voice connection, and with an option to go back to the voice connection
GPRS	Unlimited access to Internet (WAP/WWW sites) via the mobile handset, using the GPRS/EDGE service (General Packet Radio service/ Enhanced Data rates for GSM Evolution). This service enables larger speed for data transfer, sending and receiving multimedia messages. MMS sending and receiving messages which contain data in different formats – colour photographs, tones, melodies, video clips
GPRS Internet	
MMS	
Broadband internet	Fast mobile internet provided thru 3G network of T-Mobile MK with multi faster data transfer compared with internet access using GPRS/EDGE technology

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Supplementary services

SUPPLEMENTARY SERVICES	SERVICE DESCRIPTION
Call divert – unconditional	Call diverting towards any mobile or fix number or towards the Maily – Voice mail depending on the customer’s needs
Call divert – no reply	
Call divert – when busy	
Call divert – not reachable	
Call waiting	When receiving a second call during an ongoing call, the subscriber receives a sound signal of the new incoming call.
Call hold	The ongoing call may be placed on hold in order to establish connection with the second call and after ending it, the subscriber can return to the first call
BAOC – Barring of All Outgoing Calls	These services enable barring of outgoing or incoming calls, depending on the subscriber’s needs
BOIC – Barring of all Outgoing International Calls	
BOIEXH – Barring of all Outgoing International calls when roaming Except for those directed to the Home PLMN	
BAIC – Barring of All Incoming Calls	
BICRO – Barring of all Incoming Calls when Roaming Outside the home PLMN	
Conference call	This service enables simultaneous voice connection with maximum 6 subscribers
Advice of charge	This service shows tariff data for voice in national traffic by pre implementing parameters on the mobile phone. It is used informatively.
CLIP – Calling Line Identification Presentation	The handset’s screen displays the number called by the subscriber
CLIR - Calling Line Identification Restriction	The subscriber initiating the call restricts his/her number to be shown on the calling party’s device screen
SOCLIR - Subscription Option Calling Line Identification Restriction	This function defines how the “Calling line subscription” function shall be applied. The number display may be permanently restricted, restricted and revealed in specific cases or permanently revealed and restricted in specific cases
SOCLIP - Subscription Option Calling Line Identification Presentation	This service enables the subscriber to see all calling numbers, including those who with active “Calling line restriction” service

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Other services

OTHER SERVICES	SERVICE DESCRIPTION
Roaming	A possibility to use mobile services when the subscriber is abroad
Detail monthly status	Detailed listing of realised traffic for the period encompassed with a monthly invoice (service available only for post paid subscribers' lines)
Detail listing on request	One-time detailed listing of realised traffic for some period issued upon the subscriber's request (service available only for post paid subscribers' lines)
Pre-paid account top-up	Service via which pre-paid subscribers may recharge their pre-paid account - 1234
Account control	A service enabling subscribers to check their account condition by calling 1235
Golden number	The subscriber can select an MSISDN (calling number) from a list of specified MSISDN numbers (service available only for post paid subscribers' lines)
Change of number	The subscriber may request change of his/her subscriber number (service available only for post paid subscribers' lines)
Change of SIM card	The subscriber may request change of SIM card
SIM de-blocking	The subscriber may request de-blocking of a blocked SIM card
Change of ownership	The subscriber may transfer ownership of subscriber's line to another person with mutual agreement (service available only for post paid subscribers' lines)
Temporary disconnection upon the subscriber's request	The subscriber may request temporary disconnection of the subscriber's line once per year for the period not longer than 6 months
My circle	With My Circle, pre-paid subscribers may talk and send SMS messages for discounted prices towards: <ul style="list-style-type: none"> ✓ 3 numbers from the T-Mobile network or ✓ 2 numbers from the T-Mobile network and 1 number from the fix network Number changes in My Circle may be done once in 30 days.
	With My Circle, post-paid subscribers may talk and send SMS messages for discounted prices towards: <ul style="list-style-type: none"> ✓ 4 numbers from the T-Mobile network or ✓ 3 numbers from the T-Mobile network and 1 number from the Fix network Number changes in My Circle may be done once in 30 days.
Barring of personal data processing	Service that enables providing or cancelling consent for processing subscribers' personal data for receiving info on new offers and promotions
Compass	This service provides a display of some short information on the subscriber's mobile handset screen – the name of the town in which the subscriber is at the moment, either in the domestic network or

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	when roaming.
eRecharge	Subscribers may recharge their or another subscriber's prepaid account, by purchasing e-voucher of different values: 100, 150, 200, 250, 300, 590, 900 and 2000 MKD inclusive VAT. The service is used in more than 2000 point of sales in the Republic and through T-Mobile Diners club.
Tandem	Post-paid subscribers may activate up to three tandem lines onto one monthly subscription. All subscribers of the tandem service fall within one tariff model with the bearer of the subscriber contract (service available only for post paid subscribers' lines)
Hot Spot	Hot Spot is a public WLAN (Wireless Local Area Network) service offering wireless internet at high speeds
SMS2e-mail	SMS2e-mail is a service that enables subscribers to also communicate with Internet users, i.e. it provides conversion of a sent SMS message from the mobile device in an e-mail message and then sending it to an e-mail address
My T-Mobile	My T-Mobile is part of the T-Mobile web page which enables easier access to needed T-Mobile services offering a complete overview and control over the subscriber's T-Mobile profile
SMS Account enquiry service	The service enables receiving information regarding the current situation of the account during the current month via SMS
SMS Invoice information	The service enables receiving information for the last invoice status via SMS
SMS bank account information	This service provides an SMS information on the current subscriber's bank account condition
SMS control on Account enquiry	This service enables control of limit for another subscriber's line (service available only for post paid subscribers' lines)
Originating calls when roaming	A service enabling incoming traffic when roaming by selecting: *123*...
Number portability	A service enabling portability of national subscriber number due to operator change
Migration prepaid to postpaid	A service enabling migration of national subscriber prepaid number to post paid tariff within the own network
Premium rate services	Services available for all subscribers with the same cost, independently of the tariff model: - SMS - Monthly subscription to SMS - IVR - MMS - Televoting - Mobile payment - Downloads - pictures, music, games - Donations - ChatSMS - FlertSMS - t-zones

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	- WEB Shop
Other traffic	Calls towards Contact Center
	Services from the numbering serial 05xx
	Services from the numbering serial 08xx

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Fix Telephony

Basic services

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Video calls (incoming and outgoing)	The service enables simultaneously transfer of voice and video signal via mobile handset that supports 3G technology
Voice - Emergency calls	Police - 192
	Fire brigade - 193
	Ambulance - 194
	Info and Alert Centre - 195
Voice – Special services	Auto Moto Association of Macedonia - 196
	Customs Directorate - 197
	Ministry of Finance – Public revenues office - 198
	Ministry of Internal affairs - 199
SMS	The Short Message Service (SMS) enables sending and receiving short text messages of up to 160 characters via a mobile handset
MMS	MMS (Multimedia Messages) sending and receiving MMS messages via fix handset
Broadband internet	The service enables fast data transfer on fix locations thru 3G network of T-Mobile MK

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Call hold	The ongoing call may be placed on hold in order to establish connection with the second call and after ending it, the subscriber can return to the first call
BAOC – Barring of All Outgoing Calls	These services enable barring of outgoing or incoming calls, depending on the subscriber’s needs
BOIC – Barring of all Outgoing International Calls	
BAIC – Barring of All Incoming Calls	
Conference call (only for fix telephony)	This service enables simultaneous voice connection with maximum 6 subscribers
CLIP – Calling Line Identification Presentation	The handset’s screen displays the number called by the subscriber
CLIR - Calling Line Identification Restriction	The subscriber initiating the call restricts his/her number to be shown on the calling party’s device screen
SOCLIR - Subscription Option Calling Line Identification Restriction	This function defines how the “Calling line subscription” function shall be applied. The number display may be permanently restricted, restricted and revealed in specific cases or permanently revealed and restricted in specific cases
Restriction on all outgoing calls except local traffic	Restriction on all outgoing calls except for local traffic in the same geographical numbering zone
Restriction on all outgoing calls except local and national traffic	Restriction on all outgoing calls except for local and national traffic in the different geographical numbering zone

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Golden number	The subscriber can select an MSISDN (calling number) from a list of specified MSISDN numbers (service available only for post paid subscribers' lines)
Change of number	The subscriber may request change of his/her subscriber number (service available only for post paid subscribers' lines)
Change of SIM card	The subscriber may request change of SIM card
SIM de-blocking	The subscriber may request de-blocking of a blocked SIM card
Barring of personal data processing	It is a service that enables providing or cancelling consent for processing subscribers' personal data for receiving info on new offers and promotions
Change of ownership	The subscriber may transfer ownership of subscriber's line to another person with mutual agreement (service available only for post paid subscribers' lines)
Temporary disconnection upon the subscriber's request	The subscriber may request temporary disconnection of the subscriber's line once per year for the period not longer than 6 months
Number portability	A service enabling portability of national subscriber number due to operator change
Other traffic	Calls towards Contact Center

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