

FAQs

BlackBerry® Internet Service for Orange prepay customers

1. What is BlackBerry® Prepay

With Blackberry Prepay, you can access directly and spontaneously to all the functionality of their Blackberry devices (Internet, Email, Blackberry Messenger etc.) on your Blackberry device, both professional & personal

2. What is BlackBerry® Social Networking Bundle

By subscribing to the BlackBerry® Social Networking Bundle, you will have access to the social networking and instant messaging (IM) services you use on your desktop. You have access to applications like Facebook® for BlackBerry® smartphones, MySpace® for BlackBerry® smartphones, Windows Live™ Messenger for BlackBerry® smartphones, Yahoo!® Messenger for BlackBerry® smartphones, and BlackBerry® Messenger.

3. What is BlackBerry® Messaging Bundle

By subscribing to the BlackBerry® Messaging Bundle, the customer will have access to the email and instant messaging (IM) services the customer uses on your desktop. You can associate third-party email accounts, such as Yahoo!® Mail and Gmail® and download attachments. You will also have access to instant messaging applications including Windows Live™ Messenger for BlackBerry® smartphones, Yahoo!® Messenger for BlackBerry® smartphones, and BlackBerry® Messenger.

4. What is BlackBerry® Messaging Bundle

By subscribing to the BlackBerry® Messaging Bundle, you have access to the email and instant messaging (IM) services you use on your desktop. You can associate third-party email accounts, such as Yahoo!® Mail and Gmail® and download attachments. You will also have access to instant messaging applications including Windows Live™ Messenger for BlackBerry® smartphones, Yahoo!® Messenger for BlackBerry® smartphones, and BlackBerry® Messenger.

5. What is BlackBerry® Internet Bundle

By subscribing to the BlackBerry® Internet Bundle, the customer will have access to the email and instant messaging (IM) services the customer uses on his/her desktop. You will have access to Internet browsing as well as third-party email accounts, such as Yahoo!® Mail and Gmail® and download attachments. You have access to applications like Facebook® for BlackBerry® smartphones, MySpace® for BlackBerry® smartphones, Windows Live™ Messenger for BlackBerry® smartphones, Yahoo!® Messenger for BlackBerry® smartphones, and BlackBerry® Messenger.

6. What do you need to access the Prepaid Blackberry Service?

- Prepaid account with adequate credit available.
- GSM Blackberry device

(e.g BlackBerry Curve 8520, BlackBerry 9000 Bold)

7. How do you activate the Blackberry Prepay Service?

Send SMS to 8684:

- <buy bbsocial> for Social Networking Bundle
- <buy bbmessage> for Messaging Bundle
- <buy bbinternet> for Internet Bundle

8. How do you cancel the Blackberry Prepay Service?

Send SMS to 8684:

- <stop bbsocial> for Social Networking Bundle
- <stop bbmessage> for Messaging Bundle
- <stop bbinternet> for Internet Bundle

9. What happens when you cancel your BlackBerry Prepay service?

As soon as the plan has ended, you will no longer be able to access Email, Social Networking, Instant Messaging and Internet.

10. Do you need to activate data on your SIM before subscribing to the BlackBerry Prepay service?

No. When you send your SMS on 8684 this will be done automatically.

11. How can you renew your package?

Two (2) days before the end of the period you will receive an SMS to ask you whether you want to cancel the service. Otherwise the service will be renewed for an additional period of 30 days (if customer has sufficient credit)

12. Do you have roaming service on BlackBerry Prepay?

No. This service is not available for the time being

13. Is Blackberry Prepay service valuable for BES service?

No. Postpaid is more appropriate for BES usage

14. Can I have access to a normal Mobile Internet Package (20 MB, 50MB...) on BlackBerry

Prepay?
No.

