



Where to buy

HoT SIM-cards are available for purchase in our online shop or in any HOFER store nationwide, for only € 1,99. Find a HOFER store near you at hot.at/filialen or visit our online shop: hot.at/kaufen.

You can also purchase and activate an eSIM in our online shop by switching to the “eSIM” tab. Please note that the HoT eSIM is not compatible with the Apple Watch. Additional info about the eSIM is available on hot.at/esim.

How to activate

You can activate your new HoT SIM-card either by visiting hot.at/aktivierung or by downloading the “Mein HoT” app. For more information on the “Mein HoT” app check out the section “Get the Mein HoT app” below.

Once you are on the website please enter your new HoT phone number as well as the PUK1-code stated on the SIM-card and klick “Starten”.

You are then able to choose one of the four following methods to register your HoT SIM-card:

- With an Austrian bank account (eID)
Log into the online banking platform provided by your bank and use your personal data that is already stored with your bank.
- With ID Austria
If you have a registered ID Austria account and the “ID Austria” app, you can login with your ID Austria credentials and register your HoT SIM-card with the existing data.
- With a valid ID and selfie
Using a device with a camera you can take a picture of your ID and a selfie for verification purposes.
Accepted IDs: Passports, ID cards of most European countries, Austrian driver's license.
- With an already existing HoT phone number
It is possible to adopt the existing data of an already activated HoT SIM-card for a new HoT SIM-card.
Simply enter the phone number and PUK1-code of the already activated HoT SIM-card and the data will be automatically transferred to your new HoT SIM-card.



If you are not able to follow the activation online, simply take your HoT SIM-card and your ID with you to a nearby HOFER-store. Ask for assistance at the cash desk.



Log in to your HoT account

You can easily manage your HoT SIM and tariff on the HoT website. Carry out the following steps to log in to the customer service area:

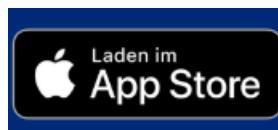
1. Go to www.hot.at/login/.
2. Choose the preferred method for the login:
 - a. **Einmal-Code:** Enter your HoT phone number into the field provided and click on "Einmal-Code anfordern". You will then receive a text message (sent to your HoT number) including a one-time code which you will need to enter into the field below. By selecting "Login" you will be redirected to the customer service area.
 - b. **E-Mail:** If you have already entered your e-mail-address, you can login by requesting an one-time login-link. Simply click on "E-Mail" below the "Mein HoT Login" headline and enter your e-mail-address by confirming with the "Login" button. You will then receive a login-link by e-mail which will lead you to the customer service area once you click on it.
 - c. **PUK1-Code:** If you switch to the option "PUK1-Code", you can enter your HoT phone number in the first field and the PUK1-Code below. The PUK1-Code is located on the SIM-card (the plastic holder). Once you have filled out both fields please select "Login". Afterwards, a 6-digit code will be sent to your HoT number by SMS – that code needs to be entered online by choosing "Abschicken" in order to reach the customer service area.

Get the „Mein HoT“ app

The „Mein HoT“ app is available on the App Store, the Google Play Store and the Huawei AppGallery.

In the „Mein HoT“ app, you can activate your HoT SIM, choose your preferred tariff, monitor your monthly usage and customize SIM settings according to your wishes.

The „Mein HoT“ app is also available in English: simply open the settings in the bottom right corner in the app, go to "App Einstellungen" and choose "English" in the "Sprache" section.





Top up credit for your HoT SIM-card

You are able to top up your HoT SIM-card online via www.hot.at or by using the “Mein HoT” app or by purchasing a voucher at any HOFER store nationwide.

With our automatic top-up method you won't have to worry about interruptions due to insufficient credit on your HoT SIM-card. When your balance is low, credit will be automatically topped-up for your HoT SIM. You can activate the automatic top-up using your European IBAN (direct debit), debit card or credit card. Please find details on how to set up automatic top up on page 8.

Redeeming a voucher on HoT.at



When you purchase a voucher in a HOFER store, you will receive the receipt as well as a 16-digit voucher code. The first four digits are “1050” or “1060”.

1. Go to www.hot.at
2. Navigate to “Guthaben aufladen” and choose “Mit Ladebon”

Guthaben aufladen

Rufnummer auswählen

Mit Ladebon
Erhältlich in Ihrer HOFER Filiale

Einmalig
Mit Debit-/Kreditkarte, Online Banking, Paypal, oder Apple Pay

Automatisch
Automatische Abbuchung über Konto oder die Kreditkarte

Rufnummer Rufnummer wiederholen

Zurück **Weiter**



3. Enter the phone number you want to top up in the first two input fields and click "Weiter"
4. Enter your 16-digit voucher code in the 4 fields and click "Abschicken"

A screenshot of a web page titled 'Rufnummer auswählen'. It features two input fields for entering a phone number, a 'Zurück' (Back) button, and a yellow 'Weiter' (Continue) button.

Redeeming a voucher by text message

Simply send a text message to the number "6700" containing the 16-digit voucher code from the mobile phone you are using the HoT SIM-card with.

Choosing a tariff package

1. Navigate to www.hot.at/selfcare/pakete
 - a. If you are not logged in yet, you will be redirected to the login page. Please follow the steps in the section "Log in to your HoT account"
2. You will see your current tariff below the headline "Aktives Tarifpaket". With a click on "Ändern" you can scroll through all available HoT tariffs.



3. Click on "Aktivieren" below the chosen package so you can see the payment options.



4. On the following screen, you can choose between three different payment options:

Zahlung

HoT fix		
1.000	MIN oder SMS	
55.000	MB Daten	

HoT fix für 30 Tage	EUR 9,90
Nach Bedarf: Guthaben für weitere Dienste <input type="checkbox"/>	EUR 5,00
<input checked="" type="checkbox"/> Abbuchung für weitere Dienste <input type="checkbox"/>	

Zahlungsmethode auswählen

Debit-/Kreditkarte SEPA Vom Bankkonto abuchen

IBAN
ATXX XXXX XXXX XXXX XXXX

Erteilung SEPA-Lastschriftmandat: Hiermit ermächtige ich als KontoinhaberIn die HoT Telekom und Service GmbH widerruflich Zahlungen von meinem Konto mittels SEPA-Lastschrift einzuziehen. Zugleich weise ich mein Kreditinstitut an, die von HoT Telekom und Service GmbH auf mein Konto gezogenen SEPA-Lastschriften einzulösen. Ich kann innerhalb von acht Wochen, beginnend mit dem Belastungsdatum, die Erstattung des belasteten Betrages verlangen. Es gelten dabei die mit meinem Kreditinstitut vereinbarten Bedingungen.

Ich bestätige die Tarifpaket-Aktivierung und dass ich die für den Tarif HoT fix geltende Vertragszusammenfassung erhalten und zur Kenntnis genommen habe. Nach Aktivierung des Tarifpaketes telefoniere, SMSe und surfe ich im Tarif HoT fix.

[Wenn Sie keine automatische Abbuchung möchten, klicken Sie hier.](#)

[Zurück](#) [Mit Guthaben bezahlen](#) [Zahlungspflichtig bestellen](#)

Independent of your chosen payment method please don't forget to set the checkmark for the following part:

Ich bestätige die Tarifpaket-Aktivierung und dass ich die für den Tarif HoT fix geltende Vertragszusammenfassung erhalten und zur Kenntnis genommen habe. Nach Aktivierung des Tarifpaketes telefoniere, SMSe und surfe ich im Tarif HoT fix.

The link "Vertragszusammenfassung" allows you to download the tariff details as a PDF document in German.

- Automatic top up is the option which is selected by default. Check out the section "Set up automatic top up" for more info.
- Alternatively, you can also choose an one-time top up option (voucher code, credit/debit card, PayPal, Online Banking/EPS, direct debit). To do so, click on "Wenn Sie keine automatische Abbuchung möchten, klicken Sie hier" and select „zahlungspflichtig bestellen“ after the payment details have been entered.



- c. To pay with existing credit, click on “Mit Guthaben bezahlen” and finish with “zahlungspflichtig bestellen”.

Once you see the page with “Vielen Dank”, you can start using the chosen tariff. You will also receive a confirmation SMS.



Top up using PayPal, online banking or credit card

1. Go to www.hot.at and select “Guthaben aufladen”
2. Choose “Einmalig”
3. Enter the phone number you want to top up in the two input fields and click “Weiter”.

In case you are already logged in, your HoT phone number is preselected. By choosing “Andere Rufnummer” you can enter any other HoT number that you would like to top up.

4. Choose the amount you would like to top up and select your preferred payment method
 - a. If you are logged in, you can also choose to save the debit-/credit card information for your next top up by setting the checkmark for “Diese Zahlungsdaten zur weiteren Verwendung speichern”
 - b. If you choose the SEPA-option, your account information will be automatically saved for future use.



5. Enter your account or card details and click on “Bezahlen”.

Aufladen mit Einmalzahlung

10,00 EUR

15,00 EUR

20,00 EUR

30,00 EUR

40,00 EUR

50,00 EUR

Zahlungsmethode auswählen

PayPal

Online Banking

Debit-/Kreditkarte

SEPA
Vom Bankkonto abbuchen

Für Zahlungen mit Kreditkarte oder Debit-Bankomatkarte ist es erforderlich, dass diese 3D-Secure unterstützt.

Kartennummer

Gültig bis Prüfnummer (CVN)

MM/YY

Zurück

Then you will be redirected to the confirmation website after the successful top-up. In addition to that you'll also receive a text message confirming your top up.

As long as there is enough credit left on your SIM-card your tariff will be automatically prolonged every 30 days. In case you do not have sufficient credit left for the next tariff prolongation the tariff package will end and you will be informed by SMS about that non-prolongation. The HoT flex tariff will be activated instead. Please note that the HoT flex tariff is a pay per use tariff. In case you top up again within 30 days, your previously chosen tariff will restart automatically. If that top up takes place after the 30 day timeframe you can simply reactivate your previous tariff manually.

! We highly recommend to enable automatic top up! In this case you will always have enough credit for the next tariff prolongation, so you can use your HoT SIM-card carelessly – you will never have to top up manually again!



Set up automatic top up

By enabling the automatic top up method you will always have enough credit for the next package prolongation.

While activating your chosen plan you will be automatically redirected to the set up of automatic top up. The initial setting includes the tariff fee for every renewal (e.g. 9,90 € every 30 days for the HoT fix tariff) and an optional top up of your phone numbers credit with 5 € if required.

This optional top up of 5 € ensures that you will have enough credit whenever you would like to use services not included in your tariff package (e.g. calls to foreign numbers).

If this additional amount is not required, you can deactivate it by going to “Zahlungseinstellungen anpassen” and unchecking the option “Abbuchung für weitere Dienste”.



Once the preferred settings are saved you can enter your payment details below “Zahlungsmethode auswählen”.

Independent of your chosen payment method, please don't forget to set the checkmark for the following part:



Ich bestätige die Tarifpaket-Aktivierung und dass ich die für den Tarif HoT fix geltende [Vertragszusammenfassung](#) erhalten und zur Kenntnis genommen habe. Nach Aktivierung des Tarifpaketes telefoniere, SMSe und surfe ich im Tarif HoT fix.

The link “Vertragszusammenfassung” allows you to download the tariff details as a PDF document in German.

To confirm all your settings, finish the process with “Zahlungspflichtig bestellen”. Once you see the page with “Vielen Dank”, you can start using the chosen tariff. You will also receive a confirmation SMS.