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. For questions regarding the eSIM activation, please reach out to our customer service team: Available from Monday to Saturday, from 7.00 am to 10.00 pm at +4367760016770.

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, 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 "Digitales Amt" app, you can login with your ID Austria data 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.
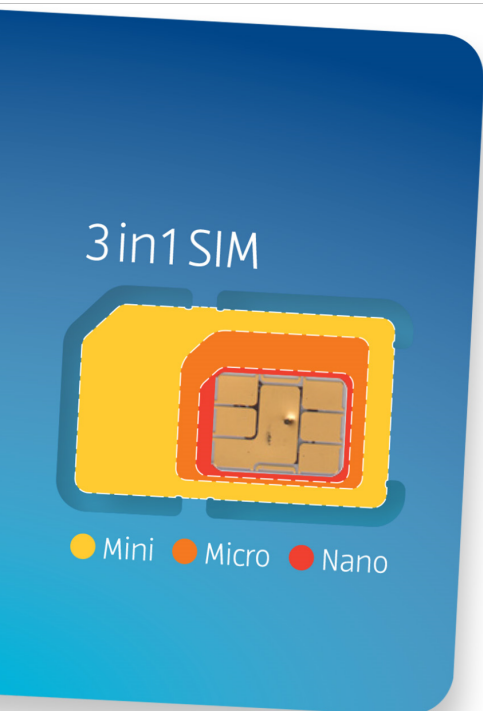
! If you are not able to follow the activation through online, simply take your HoT SIM-card and your ID with you to a nearby HOFER-store. Ask for assistance at the cash desk.

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 the "Login" button. You will receive a text message (sent to your HoT number) including a one-time code which you will need to enter into the field below once you have clicked the "Login" button. By selecting "Bestätigen", 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 a one-time login-link. Simply click on "E-Mail" below the "Mein HoT Login" headline and enter your e-mail-address. 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 with the PUK1-code, you can enter your HoT phone number in the first field and the PUK1-code in the second field. You can find the PUK1-code on the SIM-card. Once you have filled out both fields, please select "Login".

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.
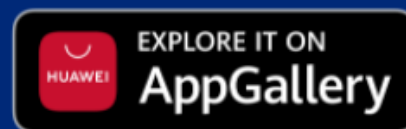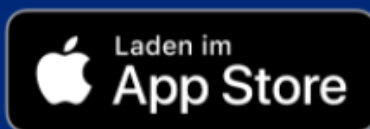
Top up credit for your HoT SIM-card

You are able to top up your HoT SIM-card online through www.hot.at , 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 (SEPA-Lastschrift), debit card or credit card. Please find details on how to set up automatic top on page 6.

Redeeming a voucher on HoT.at

1. Go to www.hot.at.
2. Navigate to "Guthaben aufladen" and choose "Einmalig mit Ladebon"
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 "Aufladen"

Redeeming a voucher by text message

When you purchase a voucher in a HOFER store, you will receive the receipt as well as a voucher code.

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.
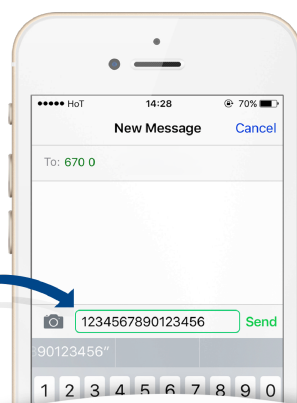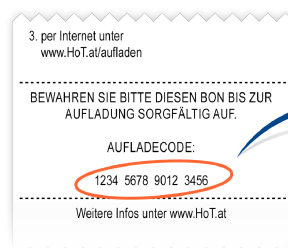
Choosing a tariff package

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. There, you can choose between three different payment options:
   a. The automatic top-up option appears on the landing page after you have clicked on "Aktivieren". Check out the section "Set up the automatic top-up" for more info.
   b. If you do not have credit on your SIM-card, you can also choose an one-time top-up option (credit card, debit card, PayPal, Online Banking/EPS). To do this, click on "Wenn Sie keine automatische Abbuchung möchten, klicken Sie hier"and click on „Bezahlen" after the payment details have been entered.
   c. To pay with existing credit, click on "Mit Guthaben bezahlen" and finish with "Bezahlen".
5. You will see a pop-up with the "Vertragszusammenfassung" where you can download the tariff details as a PDF document in German. Check the box in this pop-up and click on "Zahlungspflichtig bestellen". Once you see the page with "Wir wünschen Ihnen viel Freude mit HoT", 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 mit Debit-/Kreditkarte, Online-Banking, PayPal"
3. Enter the phone number you want to top up in the first two input fields and click "Weiter"
4. Choose the amount you would like to top up and 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 selcecting "ja" underneath "Diese Zahlungsdaten zur weiteren Verwendung speichern"
   b. If you choose the SEPA-option, your account information will be automatically saved for future automatic top-ups.
5. Enter your account or card details and click on "Bezahlen".

You will then 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 package will automatically be prolonged every 30 days. In case you do not have sufficient credit left for the next package prolongation, the package will be closed automatically and the HoT flex tariff will be activated instead, where you pay per use. You will be informed by SMS if your package cannot be prolonged. If you top up within 30 days, your previously chosen tariff will automatically restart again. If that top up takes place after the 30 day timeframe, you can simply reactivate your tariff manually.

Tip: Enabling the automatic top up option ensures you will always have enough credit for the next package prolongation, so you can continue using your HoT SIM-card worry-free.

Set up the automatic top up

Enabling the auto top-up method ensures you will always have enough credit for the next package prolongation, so you can continue using your HoT SIM-card worry-free.

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

This optional top up with 5 € ensures that you will have enough credit if you would like to use services that are not included in the package (e.g. calls to foreign numbers).
If this optional top up is not required, you can deactivate it by going to "Zahlungseinstellungen anpassen", unchecking the option "Abbuchung für weitere Dienste" and clicking on "Deaktivieren".

Once the preferred settings are saved, you can enter your payment details below "Zahlungsart" and click on "Weiter". You will see a pop-up with the "Vertragszusammenfassung" where you can download the tariff details as a PDF document in German. Check the box in this pop-up and click on "Zahlungspflichtig bestellen". Once you see the page with "Wir wünschen Ihnen viel Freude mit HoT", you can start using the chosen tariff. You will also receive a confirmation SMS.