

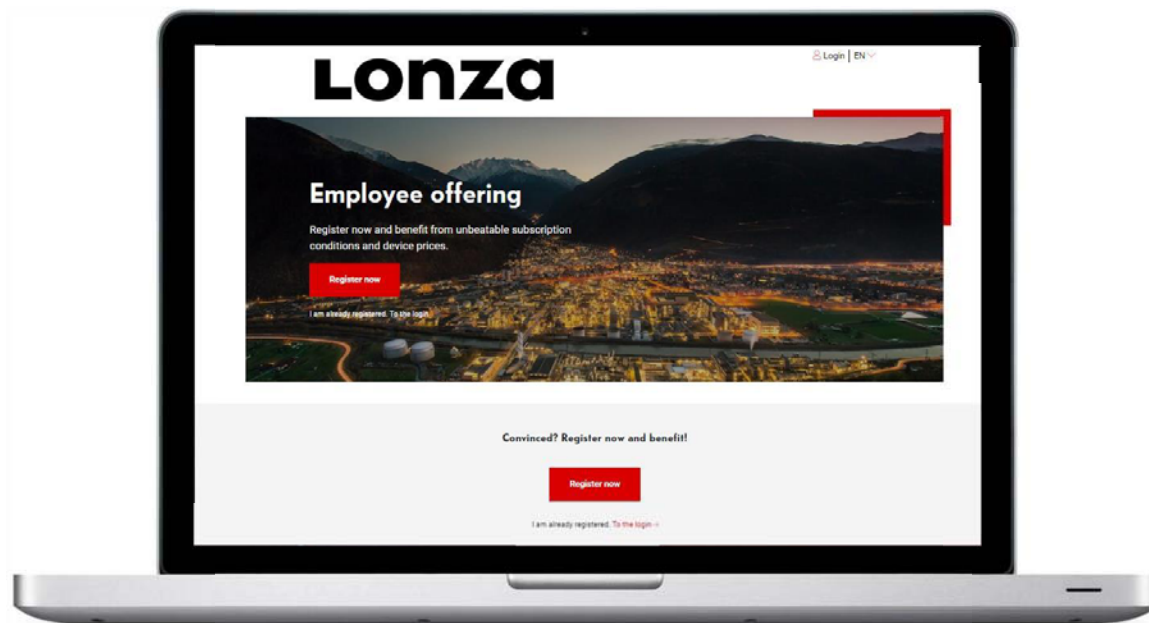
USER GUIDE SELF CARE PORTAL Lonza

b2b.mobilezone.ch/lonza

mobilezone ag
9107 Urnäsch

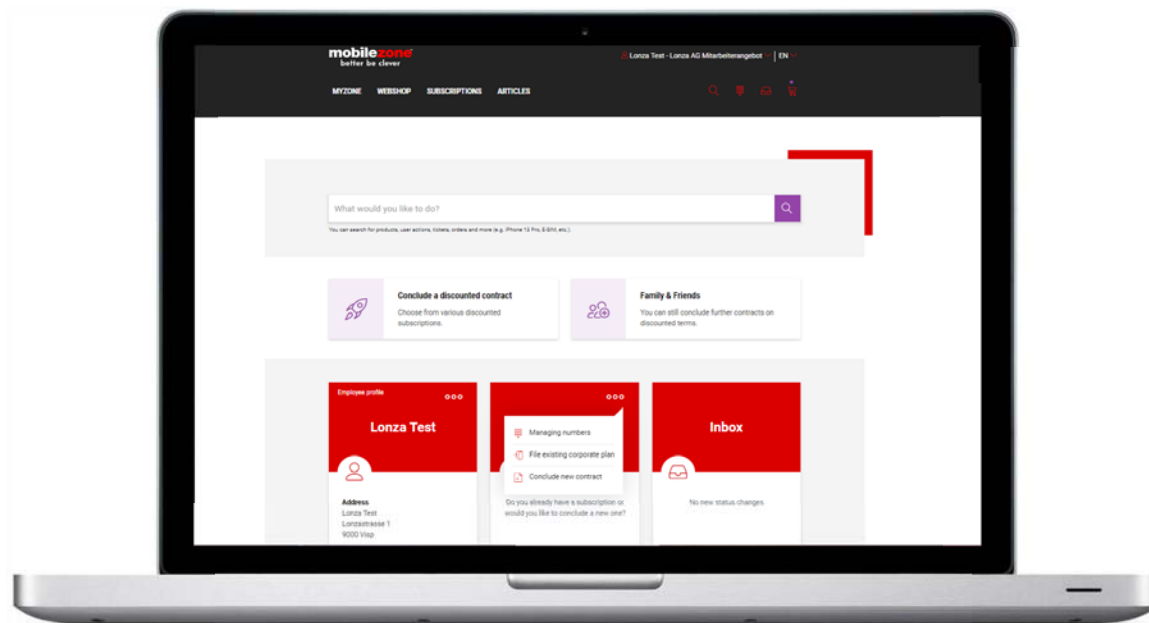
Phone +41 71 421 46 80
business@mobilezone.ch

mobilezone[®]
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REGISTRATION/LOGIN

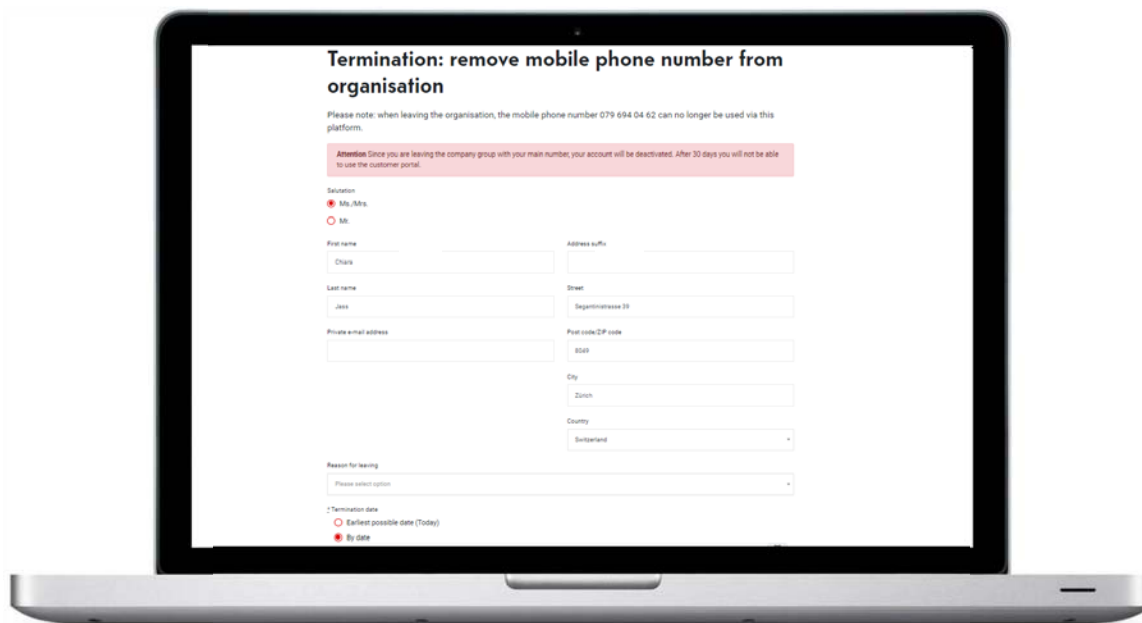
- **First registration:**
Click on the button «Register now». Then enter the necessary information and click on «Register».
- **Xadoo users:**
If you have an active Xadoo account, you must reset your password on this platform before you can log in. To do so, click on «To the login» and then on «Forgot password».
- **Active employees:**
You must use your Lonza e-mail address for registration or login.
- **Pensioners:**
You must use your private mail address.



ENTRY PROCESS: ENTRY PAGE

- You will find your name in the top right-hand corner of the entry page. By clicking on this you can view and edit your profile, change your password and log out.
- Under the mobilezone logo at «Subscriptions» you will find the subscription offer. Under «Webshop» you can order units and accessories.
- Under «Managing numbers» (the middle red tile) you will find an icon with three dots. Here you can manage your subscriptions, take out a new subscription or save an existing company subscription.

LEAVE ORGANISATION



Termination: remove mobile phone number from organisation

Please note: when leaving the organisation, the mobile phone number 079 694 04 62 can no longer be used via this platform.

Attention: Since you are leaving the company group with your main number, your account will be deactivated. After 30 days you will not be able to use the customer portal.

Salutation
☒ Mr./Mrs.
☐ Mr.

First name

Last name

Private e-mail address

Address suffix

Street

Post code/ZIP code

City

Country

Reason for leaving

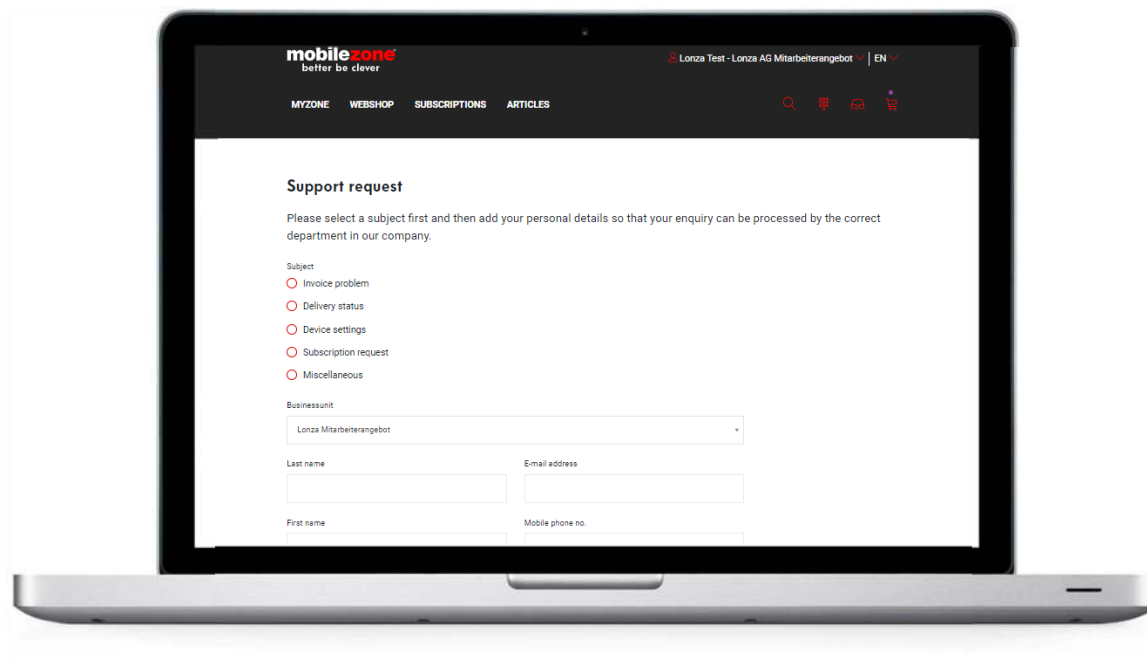
Termination date
☐ Earliest possible date (Today)
☒ By date

If you want to remove your number from the network, please proceed as follows:

- Select the phone number you want to remove from the network and enter your personal details.
- Select an exit date.
You can enter a desired date or arrange to leave the network immediately.
- Select whether you want to keep the number so that you can continue to use it privately. To do this, you must download a takeover declaration form.

After leaving the network, you are still bound to Swisscom for 60 days and can then switch to another provider.

SUPPORT REQUEST



The image shows a laptop screen displaying the mobilezone website's support request form. The website header includes the mobilezone logo, a language selector (EN), and navigation links (MYZONE, WEBSHOP, SUBSCRIPTIONS, ARTICLES). The form is titled 'Support request' and includes instructions: 'Please select a subject first and then add your personal details so that your enquiry can be processed by the correct department in our company.' The form fields are: Subject (radio buttons for Invoice problem, Delivery status, Device settings, Subscription request, Miscellaneous), Businessunit (dropdown menu showing 'Lonza Mitarbeiterangebot'), Last name, E-mail address, First name, and Mobile phone no.

- You can contact us here at any time if you have any questions. We will be happy to support you. The status of the support request (in progress, etc.) can be viewed in your inbox at any time.

Alternatively, you can also request support by phone. You can reach us at +41 71 421 46 80.

IF YOU HAVE ANY QUESTIONS WE ARE AT YOUR DISPATCH.

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