

## Welcome to UNDO – Smart, sustainable telecom for your business

### Who is UNDO?

UNDO is Belgium's first mobile operator actively working to reduce CO<sub>2</sub> emissions. We combine smart, affordable telecom solutions with a sustainable approach to minimize every user's ecological footprint. For every new subscriber, we plant a tree through IBI Village in Congo. Moreover, our innovative tool, the UNDO Tracker, provides each user with a clear view of their mobile CO<sub>2</sub> emissions and helps offset them directly.

### Smart, sustainable telecom tailored to your needs

At UNDO, we go beyond traditional mobile services. Every subscription includes free CO<sub>2</sub> offsetting and directly supports climate projects. Moreover, businesses can save up to 15% on their mobile rates thanks to our transparent and fair pricing without hidden fees.

Our technology is reliable and innovative, offering 5G connectivity, eSIM functionality, and robust coverage through Orange. We also keep it simple: one clear invoice for all your mobile services, saving you time and hassle.

### Sustainability in action: UNDO Removal

With UNDO Removal, our customers support technologies that capture CO<sub>2</sub> directly from the air and store it sustainably. Through the UNDO app, every user can choose which projects to support, such as biochar, enhanced weathering, CO<sub>2</sub> storage in concrete, or safe drinking water initiatives.

### Competitive rates and discounts

UNDO offers attractive discounts for businesses with multiple subscriptions: 5% as of 5 subscriptions, 10% as of 10 subscriptions, and 15% as of 25 subscriptions. This allows every user to combine cost savings with a positive climate impact.

### Why choose UNDO?

With UNDO, every user opts for transparency, innovation, and impact. We provide an easy-to-use digital platform that helps businesses become more efficient and more sustainable. Show your customers and partners that your organization is committed to a better future.

### Make the switch to UNDO

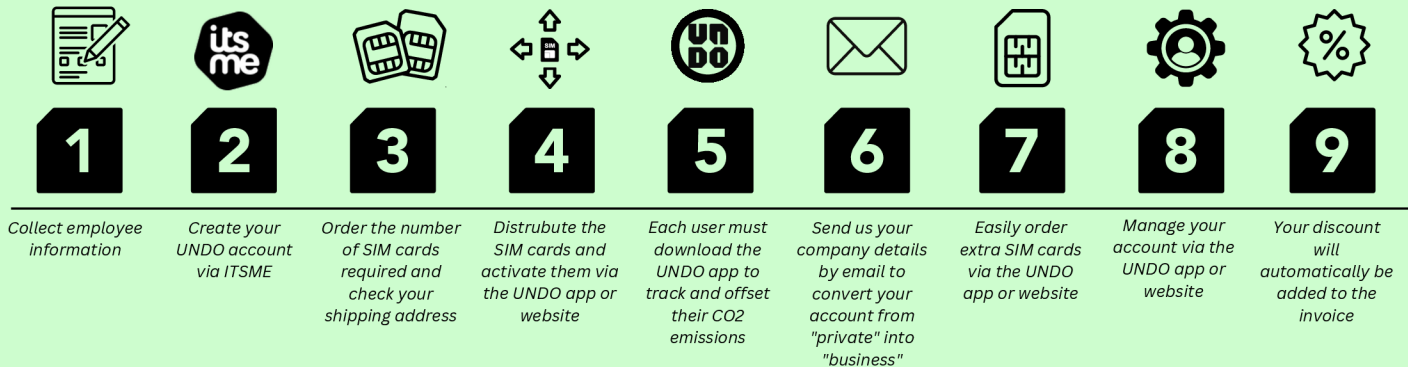
Is every user ready for a sustainable telecom solution? Visit [www.undo.be](http://www.undo.be) or contact us at [sales@undo.be](mailto:sales@undo.be) for more information.

## UNDO – Smart telecom, sustainably connected.

UNDO Zero Waste	UNDO Rise	UNDO Boost	UNDO Wild
<ul style="list-style-type: none"><li>• 4 GB of data</li><li>• 400 minutes</li><li>• 400 SMS</li><li>• Zero waste: unused data, minutes &amp; SMS roll over</li><li>• 1 tree planted at activation</li><li>• Your mobile use is CO<sub>2</sub> compensated</li></ul>	<ul style="list-style-type: none"><li>• 8 GB of data</li><li>• 800 minutes</li><li>• 800 SMS</li><li>• Zero waste: unused data, minutes &amp; SMS roll over</li><li>• 1 tree planted at activation</li><li>• Your mobile use is CO<sub>2</sub> compensated</li></ul>	<ul style="list-style-type: none"><li>• 30 GB of data</li><li>• Unlimited minutes</li><li>• 100 SMS</li><li>• Zero waste: unused data &amp; SMS roll over</li><li>• 1 tree planted at activation</li><li>• Your mobile use is CO<sub>2</sub> compensated</li></ul>	<ul style="list-style-type: none"><li>• 40 GB of data</li><li>• Unlimited minutes</li><li>• Unlimited SMS</li><li>• Zero waste: unused data rolls over</li><li>• 1 tree planted every month</li><li>• Your mobile use is CO<sub>2</sub> compensated</li></ul>
<b>€ 3,31/month</b> (excluding VAT & discount)	<b>€ 6,61/month</b> (excluding VAT & discount)	<b>€ 14,88/month</b> (excluding VAT & discount)	<b>€ 19,83/month</b> (excluding VAT & discount)
€ 3,14 (for 5+ subscriptions) € 2,98 (for 10+ subscriptions) € 2,81 (for 25+ subscriptions)	€ 6,28 (for 5+ subscriptions) € 5,95 (for 10+ subscriptions) € 5,62 (for 25+ subscriptions)	€ 14,13 (for 5+ subscriptions) € 13,39 (for 10+ subscriptions) € 12,64 (for 25+ subscriptions)	€ 18,84 (for 5+ subscriptions) € 17,85 (for 10+ subscriptions) € 16,86 (for 25+ subscriptions)

## How does my company become an UNDO member?

Switching to UNDO is simple and can be done via our website.



1. To ensure a smooth transition, start by preparing your team. Gather the necessary information for each user, such as name, phone number, and subscription type. You can use the "Number Transfer to UNDO" [form](#) for this purpose.
2. To create an account, simply log in with ITSME to verify your identity. This account should preferably be created by the business owner or the person managing mobile subscriptions internally.
3. Next, you can order up to 7 SIM cards through your private account on the website. For each user, select the subscription, credit limit, any add-ons, and choose between a physical SIM or an eSIM. For eSIM users, it is important to also specify the phone brand and model. Additionally, indicate each user's preferred language and whether a number transfer is needed. For number portability, we require additional information, such as the current operator, existing mobile number, and account type. If it is a postpaid subscription, we also need the customer number from the current operator (found on the operator's invoice). For prepaid numbers, we ask for the SIM card number from the current operator. After adding all users, check the shipping address, which is automatically filled in based on ITSME data. Be sure to update this to the business address if necessary. Then confirm your order. Shortly after, you will receive a confirmation email with the details of your order.
4. For eSIM users, an installation procedure is sent via email for each user. This email can be easily forwarded to the relevant person so they can activate the eSIM directly on their smartphone. The email contains a QR code necessary to install the SIM card on the device. Additionally, a PIN code is included, which must be carefully stored as it is required to unlock the eSIM. If you have opted for a physical SIM card, it will be sent by mail. It is important to track who receives which SIM card, as this information is needed for activation via the app or website. You can now activate individual SIM cards by entering each user's SIM card number in the UNDO app or on our website.
5. Once SIM cards are received or the eSIM is activated, users can download the UNDO app and log in with their phone number. From that moment, all UNDO members can track and compensate their CO<sub>2</sub> emissions via the app.
6. Next, send an email to [support@undo.be](mailto:support@undo.be) with the company details, including the company name, name of the legal representative, company address, VAT number, and the number of required SIM/eSIM cards. Our team will convert your private account into a business account, giving you access to all of UNDO's B2B benefits.
7. After confirming your business account, you can easily order the remaining SIM or eSIM cards via your account.
8. If you need to make changes later, add or remove users, this can be done easily via the UNDO app or website.
9. The B2B discount (%) is automatically applied to the monthly invoice based on the number of active subscriptions.

Need help? Our team is available Monday to Friday via [support@undo.be](mailto:support@undo.be), by phone at +32 490 46 19 99, or via chat.

