

Required documents when ordering a new contract

The documents that you need to send to us depend on what kind of delivery method you choose. With the regular PostNL delivery option, we will require all the documents to be sent us beforehand. Below you will find the different delivery options and requirements.

New contract with smartphone

- You sign the contract you have received from us or with a €0,01 iDeal payment
- You make a copy of your ID (below you will find a summary of what we can accept)

One way of sending the documents to us is by taking a picture of the required document and e-mailing it to us. Please note that your initials, surname and bank account number need to match the data on your contract.

New contract without a smartphone










- You sign the contract with a €0,01 iDeal payment










Renewal

- You sign the contract with a €0,01 iDeal payment and confirm your phone number with a verification code you will receive by text message. Your order will then be sent by PostNL.

Applying for a contract when you have a foreign ID

When we process your order, we always have to check the data you have given us. Every operator has their own set rules when it comes to the different foreign documents they accept. Mobiel.nl is bound to these rules. In the summary below, we have explained which forms of ID are accepted by the different operators in order to apply for a contract.

Operator	Foreign passport within the EU	Foreign passport outside of the EU	Residence permit	Additional requirements
Vodafone	 + bank card, at least 6 months old or with an IND-sticker. (passports issued before 2014)	 Only sim only	 I t/m V en EU/EER: valid for at least 6 months. Privileged Persons document NATO-passport	iDeal payment made from a Dutch bank account. Initials, surname and bank account number have to match the data on the contract. Copy of ID (both sides)
Tele2	 Only in combination with phone category €0 (also possible with a European ID card)	 Only sim only contracts	 I t/m V and EU/EER: valid for at least 6 months. Privileged Persons document NATO-passport	iDeal payment made from a Dutch bank account. Initials, surname and bank account number have to match the data on the contract. Copy of ID (both sides)
T-Mobile/ Ben	 Only in combination with phone category €0 (also possible with a European ID card)	 Only sim only contracts	 I t/m V and EU/EER: valid for at least 6 months. Privileged Persons document NATO-passport	Transaction made from a Dutch bank account. Initials, surname and bank account number have to match the data on the contract. Copy of ID (both sides)

Operator	Foreign passport within the EU	Foreign passport outside of the EU	Residence permit	Additional requirements
KPN / Telfort	 Passport + extract from the Municipal Personal Records Database	 Only sim only contracts	 I t/m V: valid for at least 1 year EU/EER: valid for at least 1 year + Extract from the Municipal Personal Records Database Privileged Persons document	Transaction made from a Dutch bank account. Initials, surname and bank account number have to match the data on the contract. Copy of ID (both sides)
hollandsnieuwe	 + bank card, at least 6 months old or with an IND-sticker. (passports issued before 2014) OR: European ID-card + extract from the Municipal Personal Records Database	 Only sim only	 I t/m V en EU/EER: valid for at least 6 months. Privileged Persons document NATO-passport	iDeal payment made from a Dutch bank account. Initials, surname and bank account number have to match the data on the contract. Copy of ID (both sides)
Simyo				Transaction made from a Dutch bank account. Initials, surname and bank account number have to match the data on the contract. Copy of ID (both sides)

Operator	Foreign passport within the EU	Foreign passport outside of the EU	Residence permit	Additional requirements
Youfone	✓	✓	✓	Transaction made from a Dutch bank account. Copy of ID (both sides)