

Frequently Asked Questions



- Q Is 1234 a generic PIN?
A Yes. You are required to change your PIN on first log in.
- Q How does a new distributor receive their mailbox number?
A All details will be contained in their welcome letter which is sent out once their registration is completed.
- Q When will we receive our mailbox number?
A All distributors that re-registered before the 19th January 2009 and all new starters from the 1st November 2008 should receive their numbers from Monday 9th February.
- Q When will any late re-registration and new starters from the 20th January receive their mailbox number ?
A All new starters from the 20th January to 9th February will receive their numbers from Wednesday 11th February. Re-registrations completed after the 19th January will not be included in the free trial. To order your EzeReach mailbox number contact the Service Centre.
- Q I have an 08xx number can this be transferred to EzeReach?
A To transfer an existing 08xx number you must contact the number provider and request them to transfer to your EzeReach mailbox.
- Q Can I have more than one mailbox?
A Yes. Conditions apply please refer to the EzeReach user guide. Call the Service Centre to make arrangements.
- Q Is my EzeReach mailbox number my advertising number as well?
A Yes.
- Q Can I have more than one number allocated to my mailbox?
A Yes. Additional numbers can be added. Contact the Service Centre for details.
- Q Can I change my mailbox number?
A Yes, although your current allocated number would be cancelled. Alternatively you can order an additional number at £1.50 (€2.25) per number. Call the Service Centre to make arrangements.
- Q How are my downline added to my mail group and how do I obtain their mailbox number?
A You must maintain your own group details. New starter details will be advised by the current SED email/letter advising you of someone joining your team.
- Q Why do I have an area code different to the area that I live in?
A Mailbox numbers are allocated by postal code to your nearest geographical network location. It is not possible to have every local area code.
- Q How many messages can be held in my mailbox?
A Unlimited. All messages that are 30 days old will automatically be deleted unless saved to your computer (PRO Service only).
- Q When the service is cancelled by the distributor who is informed?
A Cancellation will automatically remove the mailbox from your EzeReach group or groups once cancellation is complete.
- Q Can I upgrade to the PRO Service?
A Yes, anyone can upgrade. Just call the Service Centre and they will arrange this for you but upgrades will be outside the free trial period.