

FREQUENTLY ASKED QUESTIONS: DATA BUNDLES

WHAT: New Data Bundles with validity.

Price	Bundle MB	Validity Period
N\$13.00	40 MB	60
N\$20.00	80 MB	60
N\$85.00	400 MB	60
N\$139.00	800 MB	60
N\$235.00	1.5 GB	60
N\$353.00	3 GB	60
N\$1,069.00	15 GB	60

WHO: All Prepaid and Postpaid Service Plans, except Turbo Boost Service Plans.

HOW: Customers must dial *682#, select Data Bundles and choose an option, or SMS to 147.

FAQ

Q: Who can buy these bundles?

A: All Prepaid and Postpaid Service Plans, except Turbo Boost Service Plans.

Q: What happens to the customer's existing data from an old data bundle?

A: Customers will still be able to use the data until it is depleted and an expiry period will not apply to these bundles.

Q: How will the prioritizing of the charging happen?

A: NetMan Instant or NetMan Home Prepaid:

- 1st Prepaid NetMan Bundle;
- Then new Data Bundle with 60 day Validity;
- Then old data bundle (if applicable);
- Then their credit.

Tango Prepaid:

- First Aweh data;
- Then new Bundle with 60 day Validity;
- Then old data bundle (if applicable);
- Then their credit.

Postpaid:

- First Service Plan included data & recurring bundles;
- Then the new Data Bundle with 60 day Validity;
- Then old data bundle (if applicable);
- Then their credit.

Q: How many bundles can a customer buy?

A: Customers can buy as many bundles as they want at the same time.

Q: Does the validity of the bundles accumulate each time they buy a new bundle?

A: No, the longest validity period is always applicable. This means that if a customer buys a 400 MB data bundle at 13h00 on the 1st of December 2015 (31 days) it will expire after 60 days (30 January 2016) at 13h00. Should the customer realize by 28 January 2016 that he/she still has MBs left that he/she will not use by the expiry date, he/she can buy another bundle, e.g. 80MB, and the expiry date of the 1st bundle will be extended with 60 days from the 28th of January.

Q: When exactly will the bundle expire?

A: Bundles will expire at the exact same time, on the same hour and minute, at which the customer bought it, upon the day of expiry.

Q: What happens to the customer's data when his/her bundle expires?

A: If there is any data left, the customer forfeits it.