

**GOT A QUESTION  
ABOUT OUR NEW  
MTC SERVICE PLANS?  
MEME CHOOSY HAS  
ALL THE ANSWERS!**

**Do I have to take a Phone Plan in addition to my Service Plan (SP)?**

"No, you get to choose."

**Can I take a Phone Plan without a Service Plan?** "No, you have to have an SP to connect the Phone Plan to, and the contract periods must run concurrently."

**What contract periods are available for Phone and Service Plans?** "For Select, MoBiz Voice and SmartShare Voice, choose between 12 & 24-month contracts. For MTC 1on1, there is only a 1-month contract option."

**What is a Shared SIM?** "A Shared SIM is a Service Plan with a low monthly subscription that is connected to a Main number, very much like the Duet concept, with the exception that it will not share all the fee-free units of the Main number."

**Can I activate a Shared SIM on its own?** "No, a Shared SIM can only be activated with a Main/Parent number that will share its free units with the Shared SIM."

**Will the Shared SIM number share the credit limit and other bundles of the Main Number?** "No, it will only share the shared package's free units e.g. Voice, SMS and Data. Each number will have its own Monthly Usage Limit, purchased bundles or services."

**Must the Phone Plan and Service Plan have the same contract period?** "Yes, the contract periods of these two plans must run concurrently."

**Will I be able to see all the free units available on the Main/Parent numbers from my Shared SIM number?** "No, you will only be able to see the

free units allocated to you based on percentages. The Main/Parent number, however, will see all free units as they have 100% access to all free units."

**Will the Main/Parent number be able to use the free units allocated to the Shared SIM numbers?** "Yes, the Main/Parent number will be able to use all the free units and the Shared SIM will only have access to what remains of this allocation. E.g. if they were allocated 50% of free units but the Main number used 60% of the free units then the Shared SIM will only have 40% left to use."

**How many Shared SIMs can I have on my Voice plans?** "For Select and MoBiz Voice, only 1 per plan. But for SmartShare Voice plans, you can have up to 5 Shared SIMs connected to any of your SmartShare Voice plans."

**Can I have a Shared SIM on my SmartShare Data package?** "No, that is not possible."

**Can I have a Phone Plan on a Shared SIM plan?** "Yes, you can."

**Must my Shared SIM and Main SP have the same contract period?** "No, they do not have to have the same contract period."

**Must all my SmartShare Voice plans linked to my SmartShare Data contract have the same contract period?** "No, they don't have to be."

**Can I move my Shared SIM number to another qualifying Service Plan without affecting the current SP?** "Yes, you may change the Main/Parent number from one SP to another SP."

**What will happen if I terminate the Main/Parent SP?** "If you have a Shared SIM and a Phone Plan, the system will force you to terminate all 3 and pay the relevant termination fees."

**If the Phone Plan monthly instalment is too high, can I make an upfront payment to reduce the monthly payment?** "Yes, you will be able to make an upfront payment of your choice to reduce the payment on the Phone Plan to a level that works for you."

**Can I pay my Phone Plan off at any time during my contract period?** "Yes, you can do an Early Settlement, where you need to pay up the full outstanding amount at once, at any time during the contract period."

**Will this cancel my Service Plan contract period as well?** "No, this will not affect your Service Plan contract period. Your SP contract period will remain the same."

**What if I want a new Phone Plan but my SP contract period has not run out yet?** "You can renew your SP and take a new Phone Plan."

**If I renew my SP when my contract period has not run out yet, will I be charged a buy-out fee?** "No, you will not be charged for buy-out to renew your contract period on your Service Plan."

**If I have a Phone and Service Plan option and my phone is lost, and I want a new phone, what can I do?** "You buy-out the remainder of your contract period on your Phone Plan, renew your Service Plan and pick a new Phone Plan. Both will have a new, linked contract period."

**If I have a 24-month contract and my phone is lost in month 6, can I buy out the Phone Plan and sign another for the remaining 18 months?** "Unfortunately, no. The Phone Plan and Service Plan must be linked to exactly the same contract period."

**If I have a Phone Plan and Service Plan and I migrate from one SP to another without changing my contract period, will that effect my Phone Plan?** "No, you will only be charged a migration fee if you migrate to an SP with a lower monthly Subscription Fee (no upgrade fee) and the Phone Plan will remain as is."

**Is the price of the phone the same if I buy it cash or on a 12/24 month contract period?** "No, there will be a price difference between the cash price, the 12-month price and the 24-month price as interest will be higher on the 12 and 24-month options and each will have its own price. So, for instalment Phone Plans, the price of the phone will be higher based on the length of the contract period."

**Will I get a discount on the interest if I pay off my phone earlier?** "No, interest is calculated upfront to determine the final price and the monthly fee for the handset on the selected contract period, so you will have to pay the full outstanding amount."

**Will I be able to see what the phone will cost me when I sign up for a contract?** "Yes, you will see the Service Plan monthly fee, the total phone cost, the upfront payment (if any) and the monthly fee on the Phone Plan on your contract. You must keep a copy for your reference."

**Will I be able to see on my invoice what I still owe on my phone?** "Yes, you will be able to see the monthly charges for the Service Plan and the Phone Plan, as well as the remaining amount on the phone."

**Where will I be able to see the different prices and options of phones?** "Phones and their pricing on the different options will be viewable on the MTC website."

**How will I know what amount I qualify for in terms of a Service Plan and a Phone Plan?** "The 'Do I Qualify?' information calculator on the website will calculate what you qualify for based on your income and expenses. Once you are done with entering the info and selecting the Plans you want, email a copy to yourself and bring it along with your other documentation when you visit MTC to apply for the Service Plans of your choice."

**Can the Shared SIM use all the free units of the Main number?** "No, the rules will apply as follows:

- **In the case of Select & MoBiz:** Master/Parent has access to all units. Child only has access to 50% of units.
- **In the case of SmartShare:** Master/Parent has access to all units. Each Child only has access to a % of units available to them. E.g. if you have 5 SPs (1 Master and 4 child SPs) then the free unit will be divided by 5 and each child will be allocated 20%.
- **Sharing based on the number of Shared Plans attached to the Main/Parent is as follows:** Master - always 100%, 1 x Shared SIM - 50%, 2 x Shared SIMs - 33%, 3 x Shared SIMs - 25%, 4 x Shared SIMs - 20%, 5 x Shared SIMs - 16%"