

LIME is launching new Prepaid and postpaid consumer plans to its mobile customers in all markets except Jamaica, Antigua and Cayman

Q. What are LIME New Mobile Plans?

A. The new consumer plans offer a common set of core plans which offer a hosts of benefits including more minutes. The new "TALK, TEXT & DATA" prepaid plans provide prepaid customers with a combination of minutes, text messages and data, and more flexibility, which allow them the option to tailor their plans with bolt-ons.

Q. What is a bolt-on?

A. A Bolt-on is an additional bundle of voice minutes, text messages or data that customers may add to their core plans, to ultimately create the mobile plan that best suits their lifestyle.

The "bolt-on prepaid plan" is an optional ("Opt-in") plan that prepaid customers, regardless of their basic/existing prepaid plan (such as All Talk, Pay as You Go, ANYTIME, Friends & Family or Corporate CUG) may add to their existing service.

NB - Opt-in means that LIME customers **will not** automatically receive the service.

Q. What does the new TALK, TEXT and DATA Prepaid plans Offer?

A. With the "TALK, TEXT & DATA" plan there are 2 main plans .These plans include a bundle of voice minutes, text messages and data. The minutes and text messages can be used across any LIME Network (Local or Regional, Fixed and Mobile, Other Local Operators (OLO), USA, Canada, UK (fixed only), Puerto Rico, and USVI.

With the inclusion of the data component, customers who are not yet certain of their intended data usage, but who would still like to experience mobile data, can do so at no additional cost. With this inclusive data in the core plan prepaid users can browse the Internet or download content from the LIMEWORLD portal via their dataready mobile device or smartphone. BlackBerry data usage is not included.

(Antigua, Cayman & Jamaica, will not implement these plans ...Barbados is only implementing TalkTextData 200)

Q. How do customers sign up for the new Talk Text and Data prepaid plans?

A. To sign-up customers should dial *129# and follow the menu options. Customers should also ensure their primary balance is equal to or greater than the amount to be charged for the requested bolt-on or plan, inclusive of any taxes.

1. Customer Dials *129#
2. Select the Option 'Plans' from the Main Menu
3. Add Voice Bolt-on, Add Text Bolt-on etc

Q. Once customers have subscribed how soon can they start to enjoy my TALK, TEXT and DATA?

A. Customers with sufficient credit on their primary balance will have the requested bolt-on charge deducted from their primary balance and the bolt-on minutes, texts or data are added **immediately**. Thus the customer can **start using the minutes, texts or data immediately**.

Successful customers will be sent a notification message indicating the amount charged for the chosen bolt-on plan. The notification message will also give the customer the available Bolton balances.

Q. How do customers remain on the TALK, TEXT and DATA plan or bolt-on plan?

A. On the prepaid plans or bolt-ons, customers will enjoy up to 30 days' service before re-activation is required. Prepaid customers can, however, register at any time once their minutes, texts or data are exhausted, by simply ensuring that their prepaid account has sufficient credit.

Q. If the customer is removed from the TALK, TEXT and DATA plan, how can I reactivate?

A. To activate the plan the customer can dial *129# and follow the menu options to select the plan of choice.

Q. Can customers have the bolt-on with their current prepaid mobile plan?

A. Yes. Customers can purchase prepaid bolt-ons along with their standard Pay per Use prepaid service or with the prepaid All Talk/All Talk Plus plan.

Q. Which destinations are included as part of the minutes and texts component of the new TALK, TEXT and DATA plans?

A. The following destinations are included:

- LIME Network (Local or Regional, Landline and Mobile)
- Other Local Operators (OLO),
- International - USA, Canada, USVI, Puerto Rico and UK (landline only).

Q. What rate will customers be charged for calls after their inclusive plan minutes, texts or data are exhausted?

A. The regular calling, texts and data rates will apply when the customers' usage falls outside of their plan.

Q. Will customers be allowed to use the minutes, texts or data in the bolt-on if their primary balance is zero?

A. No. Customers who have bought a prepaid plan or bolt-on, but have a primary account balance which is zero, will be unable to use their bolt-on. Therefore, the customer's account must be in an **active** state. Customers will not be allowed to make calls, send texts or use data using the bolt-ons until they top-up their account and have a positive balance. That is, customers should strive to maintain a minimum balance of \$1 in order to make full use of their prepaid plan or bolt-on.

Q. What happens if customers attempt to buy the new Prepaid TALK, TEXT and DATA plans or bolt-ons but do not have sufficient credit?

A. Eligible customers who attempt to buy the new TALK, TEXT and DATA plans or bolt-ons but do not have enough funds on their account will receive a bounce back text message indicating that they do not have enough credit and that they should top-up in order to make the purchase or register.

Q. What happens if a customer has unused minutes, texts or data before the 30 days given?

A. Unused bolt-on minutes, texts or data remaining after the 30 days will automatically expire and will not be available for use by the customer.

Q. Will customers receive any reward points, discounts or incentives when they sign-up for the new TALK, TEXT and DATA plans or bolt-ons??

A. Yes. When LIME introduces its prepaid reward program prepaid customers will be eligible to receive points/rewards.

Q. Can customers buy more than one bolt-on?

A. Yes. Customers will have the ability to purchase multiple bolt-ons or TALK, TEXT and DATA plans within the 30day cycle providing they have utilized all of their inclusive texts, data and minutes. Bolt-ons are valid for 30 days from activation and customers should be encouraged to purchase them every 30 days or they may purchase another one after they have completely utilized all of the texts, data or minutes in the original bolt-on or plan.

Q. How do customers know how many bolt-on minutes, texts or data they have remaining?

A. 1.) Customers can check their remaining balance at anytime by dialing *120# and they will see all of their prepaid balances – minutes, texts and data.

2.) By contacting the Contact Centre (100 or 1800-804-2994) where one of our agents would be able to advise on remaining balances.

Q. Will customers receive any notifications when they have used up their minutes, text and data on a TALK TEXT and Data Plan or bolt-on plans?

A. Yes, customers will receive periodic notifications as well as an expiry notification.

1st Message

“Your plan has XX minutes left, please purchase another plan to enjoy a discounted rate or you will be charged at standard advertised rate”

2nd Message

Your plan has expired, please purchase another plan to enjoy discounted rate or you will be charged at standard advertised rate.

Q. Can a customer purchase a Talk 24/Day Pass, along with their TALK TEXT DATA plan and bolt-ons?

A. The customer can purchase the Talk 24/Day Pass with a bolt-on. However, once there are texts and/or d minutes remaining on the Talk 24/Day Pass, calls and texts which qualify as part of the Talk 24/Day Pass offer will be deducted from that plan first and then from the bolt-on.

Q. Can a customer purchase an All Talk Plus plan along with a new TALK TEXT and DATA plan or bolt-on?

A. Yes, a customer can purchase any of the new bolt-ons or one of the TALK TEXT and DATA plans along with an All Talk Plus prepaid plan. However, once there are texts and/or minutes or data remaining on the All Talk Plus plan the texts, minutes or data will be deducted from the All Talk Plus first, and then from the TALK TEXT and DATA plan or from the bolt-on.

Q. Can customers use their Prepaid TALK TEXT and DATA Plan or bolt-on while roaming?

A. The inclusive minutes, texts and data are for local Home country use ONLY. The standard charges will apply when roaming.