



QUESTION & ANSWER


What is bmobile Family Plan?

A great way for family members to Talk Free to one another and Save Big!

Now family members can share a pool of voice minutes and text to communicate. The plan starts with a bonus of two (2) free members, with the option to add up to four (4) more members for an additional charge.

With bmobile family plans, the bmobile customers can stay connected and save as they share.

Bmobile Family Plans

	Bmobile Family 250	Bmobile Family 500	Bmobile Family 1000
Monthly Fee (for 2 family members)	\$175.00	\$325.00	\$600.00
Monthly fee for each additional member	\$60	\$60	\$60
Free Calls	unlimited FREE calls between all members in the same family plan	unlimited FREE calls between all members in the same family plan	unlimited FREE calls between all members in the same family plan
Pooled Shared minutes (each month) are bmobile calls to Bmobile, Digicel, FLOW fixed line, TSTT fixed line	250	500	1000
Additional rate per minute (for prepaid/postpaid)	\$ 0.60	\$ 0.60	\$ 0.60
Additional rate after the 3rd minute (for prepaid and postpaid)	\$0.50	\$0.50	\$0.50
Pooled Shared Free text messages (each month) are for Bmobile to Bmobile.	100	100	100
SMS Charges for text messages to Digicel	\$0.50	\$0.50	\$0.50



SMS Charges for text messages to International	\$0.60	\$0.60	\$0.60
SMS Charges (per additional text message) to bmobile	\$0.30	\$0.30	\$0.30
Who can own the plan?	A postpaid customer	A postpaid customer	A postpaid customer
Who can join the plan?	Both Prepaid and Postpaid customers	Both Prepaid and Postpaid customers	Both Prepaid and Postpaid customers
Maximum Number of members	6	6	6

Please note the following:

- ❖ The Registered Owner of the Family Plan must sign a two (2) year contract;
- ❖ A Monthly access fees covers 2 members;
- ❖ A \$60.00 charges apply for additional users;
- ❖ Shared pool minutes can be used for local calls to any local network on a first come first serve basis;
- ❖ However, the registered owner of the respective family plans can predetermine if the prepaid family members can receive: no minutes, 100 minutes or full package minutes; (this is only for prepaid subscribers only)
- ❖ Additional per minute rates applies to local calls to all networks;
- ❖ For the additional rate after 3 minutes, \$0.50 per minute is applicable for all bmobile calls (prepaid or postpaid) to any local operator;
- ❖ Shared pool SMS bmobile to bmobile only;

Families can also purchase more SMS bundles

Family Text 100 for \$27
Family Text 200 for \$50
Family Text 400 for \$75

- ❖ The Family texts can be shared between all members of the family plan and are used on a first come First served basis;
- ❖ The Family text applies to text messages sent to other bmobile phones only;

What are the benefits of the bmobile Family Plan

- ❖ Free calling between family members, making it more economical for family members to call each other;
- ❖ Family share a pool of voice minutes to call any local network;
- ❖ Family share a pool of SMS to text anyone on the bmobile network;
- ❖ Both postpaid and prepaid subscribers can become members of the family plan; however, only a postpaid subscriber can own the account.
- ❖ Manage and spend how much the family can spend on the mobile calls
- ❖ Family members can also utilize the My Lime promotions
- ❖ One bill to keep it Simple

Note the Registered Owner of the Family Plan is responsible for all payments, queries and adjustments to the account.

1. What are the requirements to open a "Family Plan"?

The Family Plan Subscribers must complete a Change of Responsibility Form, which indicates authorization from each potential member to transfer their existing bmobile account to the family plan account.



The Family Plan Registered Owner is required to walk with this Change of Responsibility Form and copy of IDs when opening the Family Plan Account.

Note: the Change of Responsibility Form will be accessible via bmobile flagship stores and on the bmobile website.

2. What are the requirements to transfer potential family plan members' mobile numbers to the Family Plans?

The Family Plan Registered Owner must complete a Change of Responsibility Form with the following information:

- ❖ Members names, address, mobile number and ID number(drivers permit, passport, national ID card)
- ❖ Signature of the members authorizing the transferring of their bmobile account to the family plan account
- ❖ The signature will also authorize that the members **must clear all outstanding balances/arrears before transferring of their account**

3. Are there any contract attached to the Family Plans?

Yes, the Family plan Register Owner must complete and sign two (2) year contract.

4. How many members are needed to create a Family Plan?

The Family Plan can start with two (2) members, which includes the Registered Owner.

5. How many members can I add to the Family Plan?

You can add up to four (4) additional members to the Family Plan.

6. Can only Family members create a Family Plan account?

No, a group of friends can create a Family Plan.

7. Can a prepaid customer join the Family Plan?

Yes, prepaid customers can join the Family Plan. However, a postpaid customer must own and manage the Family Plan.

8. Who is responsible for payment and managing the Family Plan?

The Registered Owner of the Family Plan Account is responsible for all payments, queries and adjustments to the Family plan.

9. Who pays the Access charges for the Family Plan?

The Registered Owner of the Family Plan Account is responsible for payment of access charges for all additional postpaid/prepaid members.

10. Who pays for the additional charges in the Family Plan?

The Registered Owner of the Family Plan Account is responsible for payment of additional charges for the **postpaid members** in the family plan account, which includes the following:

- ❖ International calls charges



- ❖ International SMS
- ❖ SMS to Digicel
- ❖ Roaming calls charges
- ❖ Buzz
- ❖ MMS
- ❖ Blackberry
- ❖ Internet

And additional minutes utilized by the postpaid members

The Registered Owner of the Family Plan account will be responsible for queries and adjustments to the Family plan.

11. Who pays for the Family Plan prepaid member's additional charges?

Once the individual prepaid member's account has a credit, the prepaid members can

- ❖ Make International calls
- ❖ Send International SMS
- ❖ Send text to Digicel network
- ❖ Make Roaming calls
- ❖ Buzz
- ❖ MMS

These charges will be deducted from their personal prepaid account balance.

12. Can the members of the Family Plan call one another for free?

Yes, the Family Plan members can call one another for free; however, once the Family Plan members call any one outside of their Family Group, the minutes will be deducted from the shared pool minutes.

13. Can the Family members call any local network from their shared minutes?

Yes, the members can make calls to any network from their shared minutes, however, once the shared minutes are utilized, the postpaid members will be charged for the additional minutes and the prepaid members can top up to continue making calls.

14. What are other local networks can the Family members call, from their shared minutes?

The Family members can call bmobile, Digicel, FLOW fixed line and TSTT fixed line from their shared minutes.

15. Are the additional minute rates of the Prepaid the same as the postpaid within the Family Plan?

Yes, the additional minute rates for the prepaid are the same as the Postpaid within the Family Plan. However, once all the Family Plan shared minutes are consumed the prepaid family member(s) can top up and continue their conversations.

16. As a prepaid family member, do the members still receive their bonus Top Up at the beginning of the month?

Yes, once the prepaid family members top up their prepaid individual account, they will receive their bonus minutes at the beginning of the month.



17. Does each of the postpaid family members receive their loyalty free 50min every month?

No, the free loyalty 50 minutes every month will be added to the Family Plan shared minutes

18. Can the Family members send SMS to any local network from their shared pool SMS?

No, with the shared pool SMS the family members can text anyone on the bmobile network, however once the members send SMS to Digicel and they will be charged at \$0.50 per text.

19. How many free shared pool SMS in each Family plan?

- ❖ Bmobile Family 250 - 100 free shared pool SMS
- ❖ Bmobile Family 500 - 100 free shared pool SMS
- ❖ Bmobile Family 1000 - 100 free shared pool SMS

20. What are the rates per SMS?

Rates per SMS are as follows:

- ❖ Bmobile \$0.30 (additional SMS)
- ❖ Digicel \$0.50
- ❖ International \$0.60

21. As a member of the family plan will the customer still benefit from the My Lime promotions?

Yes, the family plan member will continue to benefit from the My Lime promotions.

22. Would the Registered Owner of the Family Plan receive their prepaid members' calls on their invoice?

No, the owner of the family plan will not see any prepaid members' calls charges on their invoice?

Once the prepaid member's account has mobile airtime, the prepaid members can

- ❖ Make International calls
- ❖ Send International SMS
- ❖ Send text to Digicel network
- ❖ Make Roaming calls
- ❖ Buzz
- ❖ MMS

These charges will be deducted from their personal prepaid account.

23. Can a member of the Family Plan request IDDD or roaming without the Family Plan Registered Owner's authorization?

No, a member of the Family Plan **cannot** request IDDD or roaming without the Registered Owner's authorization. The Registered Owner of the Family Plan will indicate on the bmobile Retail Application form, the additional features for each Family member of the Family Plan.



