



## **FAQs for Free v019 (cap at 60mins)**

### **Q. How are Free v019 (cap at 60mins) calls charged?**

A. Every time you make a call to any of the 8 destinations, the calls will be deducted from both your local bundled minutes and Free v019 bundled minutes (60mins).

Upon exceeding 60mins, you will be charged for both Local and v019 bundled minutes. Charges are based on

- Mobile plan bundled talktime: local call charges
- Free v019 bundled 60mins: prevailing rates based on calling destination. Please refer [here](#) for latest prevailing rates.

For example, a call to India at 12.30pm is charged at 93 cents per minute and excess local calls are charged at 16.05 cents per minute.

### **Q. Who is eligible to sign up for this Free v019 (cap at 60mins) add-on?**

A. All Combo Mobile Plan customers are eligible for this add-on.

Please note that customers who have unlimited talktime in their mobile plan bundle will have a cap of 60 minutes Free v019 calls.

### **Q. Can I terminate my Free v019 subscription anytime? Is there any penalty?**

A. There is a minimum subscription of three months. In case of termination within the minimum three months, three months' subscription will still be billed. Pro-rated billing charges apply if the service is terminated after the third month.

### **Q. Can a MobileShare line customer apply for Free v019? What are the charges and will the MobileShare line be able to share the outgoing minutes with the main line?**

A. A MobileShare line customer can apply for Free v019 only if the main line is already subscribed to Free v019. The supplementary line shares the outgoing minutes from the main line and prevailing rates apply to any excess outgoing minutes.