

# FAQ



## GENERAL

### **1. When the new prices for all Alfa lines & services will come into effect?**

Starting July 1<sup>st</sup>, 2022.

### **2. What type of credit card will be accepted for online payment & recharge activities?**

For LBP payments: LBP Credit Card.

For USD payments: International USD card.

## PREPAID LINES



### **1. What happens to the existing balances on prepaid lines?**

The balance value will remain as it is. However, on July 1st, the display currency will be updated. The existing balance in LBP amount will be divided by Sayrafa rate 24,900 LBP and the balance will be shown in USD

### **2. What happens to the existing validity on prepaid lines ?**

The validity of the prepaid line will not be impacted by the price change.  
(Except for MBB lines)

### **3. What happens to the existing services/bundles on prepaid lines?**

All active services and bundles will not be impacted by the price change.

### **4. What happens to the previously purchased unscratched recharge cards?**

Starting July 1<sup>st</sup>, all available and unscratched recharge cards purchased before July 1<sup>st</sup> outside Alfa Stores, will have the same value in LBP divided by Sayrafa rate 24,900 LBP and the balance will be shown in USD, as follows:

<b>Old Recharge card Credits</b>	<b>Validity</b>	<b>Credits of unscratched recharge cards sold before July 1<sup>st</sup> when used after July 1<sup>st</sup></b>
<b>\$3.64</b>	<b>Credit only</b>	<b>\$0.22</b>
<b>\$9.09</b>	<b>13 days(Prepaid) &amp; 30 days (Waffer 9)</b>	<b>\$0.55</b>
<b>\$15.15</b>	<b>30 days (Waffer 15)</b>	<b>\$0.92</b>
<b>\$17.06*</b>	<b>25 days (Prepaid)</b>	<b>\$1.04</b>
<b>\$22.73</b>	<b>35 days (Prepaid)</b>	<b>\$1.38</b>
<b>\$27.27</b>	<b>30 days (Waffer 27)</b>	<b>\$1.66</b>
<b>\$45.45</b>	<b>65 days (Prepaid)</b>	<b>\$2.76</b>
<b>\$68.18</b>	<b>95 days (Prepaid)</b>	<b>\$4.15</b>
<b>\$136.36*</b>	<b>95 days (Prepaid)</b>	<b>\$8.29</b>
<b>\$231.82</b>	<b>365 days (Prepaid)</b>	<b>\$14.10</b>

\* Available only via ATM

### **5. What is the new price for a new Prepaid line?**

The price of a new prepaid line is \$7 (VAT excluded) and it will grant you \$1 credit.

### **6. What is the new fee for a prepaid SIM card change?**

A prepaid SIM card change fee is \$1,67 (VAT excluded).

## **7. What happens upon recharging the new \$4.5 denomination card?**

Upon recharging the \$4.5 denomination card the following will be applied:

In case the initial validity was shorter than 35 days, the line will be granted the \$4.5 credit and the new validity will be set to 35 days  
(30 days + 5 retention days)

Ex: a line having 20 days validity will be granted \$4.5 along with 15 additional days.

In case the initial validity was longer than 35 days, the line will be granted the \$4.5 credit only and its initial validity will not be affected. It remains as it was before recharging.

Ex: a line having 6 months validity will be granted the \$4.5 credit, however validity remains 6 months.



## **POSTPAID LINES**

### **1. How will my bill be calculated ?**

The calculation method will remain the same.

As of July 1<sup>st</sup>, all prices and fees (minutes, SMS, services, data bundles, plans, extra MBs) will be calculated following the new prices in USD.

The total bill can be paid in LBP based on sayrafa rate on payment day.

### **2. How will the bill covering the period from last bill date till June 30 be calculated?**

It will be calculated based on the old prices.

Starting July 1<sup>st</sup>, the new prices will be applicable.

### **3. What will happen to the bills issued before July 1<sup>st</sup> and still unsettled after July 1<sup>st</sup>?**

The total amount due will be converted from USD to LBP on the rate 1,515LBP.

The Total in LBP will be divided afterwards by Sayrafa rate.

The adjusted amount will be included in the next bill according to Sayrafa rate on payment day.

#### **4. What are the new postpaid lines tariffs?**

	<b>Old Prices</b>	<b>New Prices</b>
<b>Monthly fee</b> (includes 60 free minutes)	\$15	\$5
<b>Minute Rate</b>	\$0.11	\$0.04
<b>SMS Rate</b>	\$0.05	\$0.02

#### **5. Can I still domicile my bill at the bank?**

Yes, through any LBP bank account or Fresh USD bank account.

#### **7. What happens to the suspended lines?**

The status of the suspended lines will not be impacted, however, the new suspension tariff is \$4.

## **MOBILE BROADBAND (MBB) LINES**



#### **1. What is the new MBB retention period?**

The life cycle of Alfa MBB prepaid lines, including the active and the retention periods, is now set to 150 days.