

# FAQ



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## GENERAL

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

Starting July 1st, 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

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## PREPAID LINES

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### **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.

*Ex: If the existing balance is 48,000 LBP, on the 1st of July, it will be converted to \$1.92*

### **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 1st, all available and unscratched recharge cards purchased before July 1st 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.

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

The price of a new prepaid line is \$7 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



## **POSTPAID LINES**

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

The calculation method will remain the same,  
As of July 1st, 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 1st, the new prices will be applicable.

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

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. Will the free minutes, SMS, data of postpaid plans (Midline, U-Can, El Khat El Askary, Care Line, Start Up, Essential, VIP) be impacted by the price change?**

The volume of the minutes, SMS, and data will not be changed.

However, on July 1st, the counter of the monthly granted minutes, and SMS will be reset, as for the data, it won't be.

Accordingly, you will be granted prorated minutes and SMS from July 1st until your next bill cycle.

For example, a subscriber of El Khat El Askary line, which bill cycle falls on the 15, will be granted 60 free minutes on July 1<sup>st</sup> (120 minutes \* 15 days (July 1st till 15) / 30 days).

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

|  | <b>Current</b> | <b>New</b>    |
|--|----------------|---------------|
| <b>Monthly fees</b> (includes 60 free minutes) | <b>\$15</b>    | <b>\$5</b>    |
| <b>Minute Rate</b>                             | <b>\$0.11</b>  | <b>\$0.04</b> |
| <b>SMS Rate</b>                                | <b>\$0.05</b>  | <b>\$0.02</b> |

#### **6. 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 by the price change.

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

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

Retention period of current prepaid MBB subscriber's lifecycle will be shortened to 4 months.