

# BUSINESS MOBILE

## Terms & Conditions - FAQ



Particulars	LITE Capped Data	STARTER Capped Data	EXTRA Unlimited Data	MAX Unlimited Data	INFINITE Unlimited Data
<b>Price</b>	US \$15	US \$30	US \$50	US \$70	US \$90
<b>Business Social</b> (Special allocation of data)	3	10	15	20	30
<b>On-Net Minutes</b>	500	Unlimited	Unlimited	Unlimited	Unlimited
<b>* Anywhere Minutes</b>		N/A	1,500	2,500	2,500
<b>Anywhere Text</b>	50	N/A	150	250	250
<b>Business Social</b> (Special allocation of data)	WhatsApp / Email	WhatsApp / Email	Email / WhatsApp Ms. Teams / LinkedIn / Zoom	Email / WhatsApp Ms. Teams / LinkedIn / Zoom	Email / WhatsApp Ms. Teams / LinkedIn / Zoom

## Business Mobile Postpaid / Prepaid Hybrid Terms & Conditions

- Business Mobile Service is offered to business customers only and is available in areas where Flow Business Network access exists.
- All prices are quoted in US Dollars and will be converted at the prevailing exchange rate at the time of billing.
- Unlimited calls include calls to any local Flow fixed and mobile numbers with a fair usage cap of 5,000 minutes .Visit [www.discoverflow.co](http://www.discoverflow.co) for Fair Usage Policy
- Anywhere minutes include calls made to Flow landlines or mobiles, Flow Caribbean landlines and mobiles, select 3rd Party landlines and mobiles in the Caribbean, landlines and mobiles in the USA, Canada, China and India and landlines only in the UK and Spain.
- Customer must subscribe to a minimum 24 or 36 month contract.
- If the contract is terminated prematurely, customers will be required to pay a penalty equivalent to 3 months monthly recurring charge.
- Data usage notifications will appear on a per MB basis.
- You can access additional data if you have utilize 100% of your capped data allocation by subscribing to data bolt-on.
- Your unlimited data plan and bolt-on will throttle at 2G speed after 100% utilization of LTE plan allotment has been achieved. You will experience a reduction in speed after 100% utilization.
- Minutes will be billed on a per second basis.
- Monthly recurring charge will be pro-rated if the customer signs up during the billing cycle.
- All mobile plans are governed by the credit limit within the billing platforms.
- Unused data will roll over for a period of 1 month. Any unused portion after one month will not roll over for a second month.
- Unused anywhere minutes will roll over for a period of 1 month. Any unused portion after one month will not roll over for a second month.
- Close User Group (CUG) charges are included in some plans. Speak to your account representative for further information.

- CUG calls will be 100% discounted for calls and texts made in accordance with the limits within your CUG. However access to your CUG may be impacted by aged debt and outstanding bills.
- Business Social allows collaboration with employees, customers and suppliers. A separate allocation of data is included at LTE speed for this purpose. Your core data will not be utilized until 100% of the Business Social Data is utilized. Speak to your account representative to learn more about Business Social.
- Customer will receive a notification at 60%, 80% and 100% of utilization of their in-plan data allocation in keeping with regulatory requirements.
- Flow business is not responsible for any equipment used in the delivery of the service that is not provided by Flow Business or any equipment provided by Flow business that is outside of warranty.
- Customer is required to meet the credit requirements and/or to pay a deposit before the service can be activated.
- GCT & Special Telephone Call Tax are applicable.
- Flow Standard Terms & Conditions apply.

## Business Mobile FAQ



### > What is Business Mobile?

Flow Business Mobile is a new portfolio of plans that are designed with the needs of our business customers in mind. The new mobile suite provides a whole lot of data and a rich set of new features that will allow businesses to collaborate with employees, customers and partners, while on the go, at the most cost-effective rate.

### > How do I get the service?

To access Business Mobile, speak with your account representative to learn more about the service.

### > Why should I subscribe to Business Mobile?

There are several reasons why a customer need Flow Business Mobile: (1) large allocation of core data (2) dedicated data for "business social" (3) No incremental cost for CUG and a whole lot more.

### > What is "Business Social" ?

Our "Business Social" feature provides a dedicated data enabling the use of some of the popular tools that a business needs to collaborate with its employees, customers and partners. The use of these tools does not impact the core plan data unless the users have exhausted the data allotted for these tools.

- » **Business Social** – provides extra data to use for Whatsapp and send and receive emails.
- » **Business Social Plus** – provides extra data to use for Whatsapp, send and receive emails, collaborate using Zoom and Microsoft Teams and utilize LinkedIn.

### > What email domains are included in "Business Social" ?

Business social will allow users to send and receive email from the top free email providers globally. The list includes @gmail.com, @outlook.com and @yahoo.com.



## > **Can I also send and receive emails using hosted, corporate or private domains?**

Speak with your account representative to learn more about managed email services with your personalized domain name.

## > **Which service plans is best suited for me?**

We have a range of service plans that meet the needs our customers. All our plans offer unlimited on-net mobile and fixed calls with a small to large allocation of minutes to call any other number off the network. Speak with your account representative to learn more about the service that works for you.

## > **What does “unlimited” mean?**

Unlimited allow our subscribers to make calls to any Flow local landline or mobile number in Jamaica at no additional cost.

## > **What does “anywhere minutes” mean?**

Anywhere minutes is a block of in-plan minutes that allow our subscribers to make calls to any 3rd party landlines and mobiles, Caribbean on-net, select Caribbean off-net, mobiles and landlines in USA, Canada, China and India and landlines only in the UK and Spain.

## > **What happens if I exceed my in-plan allocation?**

Customers that exceed their in-plan allocation can choose to add an additional bolt-on or will default to the calling rates per destination. Speak with your account representative to learn more about bolt-ons and default rates per destination.

## > **Am I required to sign a contract with the Business Mobile service?**

Yes. Customers are required to sign a minimum 24- or 36-month contract with any of the service plan selected. Ask your representative on how to save on your monthly payment when you upgrade to a 36 month contract.

## > **Are there any hidden charges?**

Customers may be required to purchase a mobile device to access the service. Also, customers can bring their own device. Additional, customer may be asked to pay a deposit after a credit risk assessment.

## > **Are the prices tax inclusive?**

No. Taxes are not included. All prices will attract SCT based on the call volumes made and GCT.



## ➤ **Can I downgrade my Business Mobile service plan during the minimum subscription period?**

No. Any downgrade to a Business Mobile service plan invalidates contract. If you have a challenge with paying your monthly recurring charge, please speak with your account manager.

## ➤ **What happens if I terminate or downgrade my Business Mobile service plan before the end of the contract?**

Customers who invalidate or terminates a contract prematurely will be required to pay a penalty equivalent to 3-month recurring charge payable on or before termination.

## ➤ **What is the minimum number of Business Mobile service plans that is required under the contract?**

None. Customer can work with their account representative to designing a package that best suites your needs.

## ➤ **Are there any devices included in the Business Mobile service?**

Speak with your account representative about designing a solution for your business.

