



FAQs

Talk Max



TALK MAX PLAN

R325 p.m.

***Unlimited talk time | 50 MB data | 50 SMSs**

- You may not make calls to more than 120 unique outgoing numbers per month.
- The Talk Max Plan must be used to make and receive voice calls. The ratio of incoming voice calls must be 15% of outgoing calls per month.
- You must use a minimum of 50 MB or more data per month.

TALK MAX PRO PLAN

R429 p.m.

***Unlimited talk time | 1.5 GB data | 100 SMSs**

- You may not make calls to more than 200 unique outgoing numbers per month.
- The Talk Max Pro Plan must be used to make and receive voice calls. The ratio of incoming voice calls must be 5% of outgoing calls per month.
- You must use a minimum of 100 MB or more data per month.

* Unlimited voice minutes are only applicable to local networks. Note: Allocations are valid for 30 days only.

1. Who qualifies for the Talk Max Plan?

- **Existing and new FNB Connect customers** subject to meeting all qualifying criteria; and
- Customers who port into FNB Connect will also be eligible.

2. How can I get the Talk Max Plan?

To get the Talk Max Plan, **you must have an FNB transactional bank account, and have an active FNB Connect SIM Card.** To switch to FNB and FNB Connect, please visit your nearest FNB branch or fnb.co.za.

3. Where can I apply for the Talk Max Plan?

You can apply through any of the following banking channels:

- **FNB Online Banking**
- **FNB Branch** (The offer in FNB branches is limited to Top Up Talk Max Plan. For Postpaid Talk Max Plan, you will have to use any other channels specified.)
- **Customer Service** (135 from an Connect SIM or 087 575 0147 from a non-FNB SIM)

4. Can I buy additional data and SMS bundles?

Yes, you can buy additional data and SMS bundles via the following banking channels:

- FNB Online Banking
- FNB App
- USSD (*147#)
- FNB Cellphone Banking
- eBucks website

5. How do I check data/voice minutes/SMS balances on the Talk Max Plan?

You can view balances on your FNB Connect SIM card from the **following FNB channels:**

- USSD (*147#)
- USSD (*111# for summarised balances)
- FNB App
- FNB Online Banking
- FNB Cellphone Banking

6. Is the Talk Max Plan is month to month contract?

Yes. Talk Max Plan is available on a month to month basis. That means you can cancel on one month's notice.

7. Will all voice calls be from unlimited minutes?

- Unlimited voice minutes are **only applicable to local networks.**
- Unlimited voice minutes may **not be used for voice calls to premium rated numbers or when dialling international numbers.** These calls will be billed at the applicable tariff for the service.
- Unlimited voice minutes are **only applicable to the first number called on a multi-party call.** The other calls will be charged separately at standard network rates.

8. Does the Talk Max Plan apply when roaming internationally on partners' network/s?

No. International roaming charges will apply on international roaming. These rates are set by the International mobile operators.

9. What if I breach the above Talk Max Plan product rules?

FNB will notify customers if they are in breach, and if necessary migrate the customers to a suitable plan.

10. Can I migrate to the Talk Max Plan from my current plan?

Yes, should you be on a plan capable of allowing a migration, you may migrate to the Talk Max Plan from your current plan. Please call us on 087 575 0147 for more information.

11. Can my SMSs be used for local or international MMS, international SMS, roaming SMS, premium rated SMS services, or bulk SMS services?

The SMSs included in the Talk Max Plan **can only be used for local SMSs to any local network.**

12. Can I use my data on international roaming?

The data included in the Talk Max Plan **can only be used on national network.**

13. What if I want to PORT my number to the Talk Max Plan?

If you didn't port during the sales process **you can still port your number** after experiencing the Connect SIM. You can port by dialling *147# or calling the Connect Customer Care.

14. Can I use my Talk Max Plan in the operation of an internet café or payphone kiosk?

No, nor can you confine the device that the SIM card is in to a fixed geographical location.