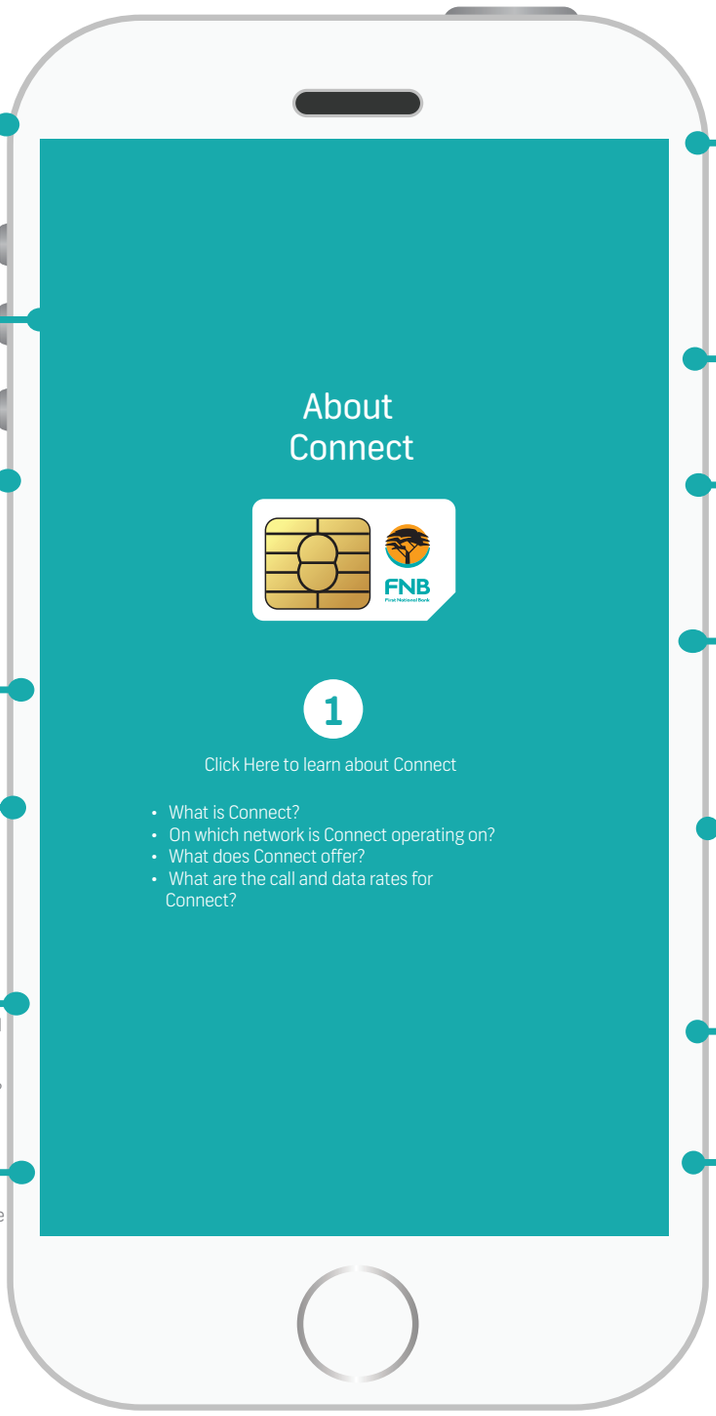
how can we help you?

understand connect with **our FAQ's.**

FNB
First National Bank

First National Bank – a division of FirstRand Bank Limited. An Authorised Financial Services and Credit Provider (NCRCP20).

Connect FAQ's



2 What do I need to know when getting a Connect SIM

- Where & how can I get an Connect product?
- How do I RICA my SIM?

3 Porting

- What is porting?
- How do I port my number over to Connect?
- How long does it take for my number to be ported?

4 Delivery

- How will I receive my SIM once my application has been submitted and/ or approved?

5 Activation

- How do I activate my Connect SIM once I receive it?

6 Recharging

- How do I buy Airtime or Data?
- Viewing your balance
- View and Manage all your SIMs in one place

7 How to set limits to control your spend

- You can set your limit to control your spend

8 Understanding your Invoice

- Invoice
- What are the avaliable debit order dates?

9 Controlling your data spend

- How do I save on my data usage?
- What could be the possible reasons for my data being depleted quickly ?

10 International Roaming

- What are the alternatives when travelling abroad?

11 Blocking and Unblocking your SIM

- How do I block my Connect SIM?
- I have accidently blocked my SIM by entering the incorrect PIN, how do I get my PUK number?

12 I lost my SIM or need a replacement SIM.

- How do I order another SIM if I have misplaced my SIM or my SIM is stolen?
- How do I perform a SIM Swap?

13 Data and MMS Settings

- How do I get my MMS and SMS settings for my device?

14 I have limited coverage

- What should I do if I am experiencing network coverage issues?

15 Handy Numbers

- These are numbers you need to know from balance enquiries to customer service enquiries.

1. About Connect ?

1.1 What is Connect?
Connect (like Vodacom, MTN and Cell C) provides FNB customers with mobile prepaid and contract deals for voice and data services. Customers can take up a SIM only offer or a SIM and Device offer through the various sales channels within FNB.

1.2 On which network is Connect operating on?
Connect roams on the Cell C network, and Cell C roams on the Vodacom network in areas with limited coverage.

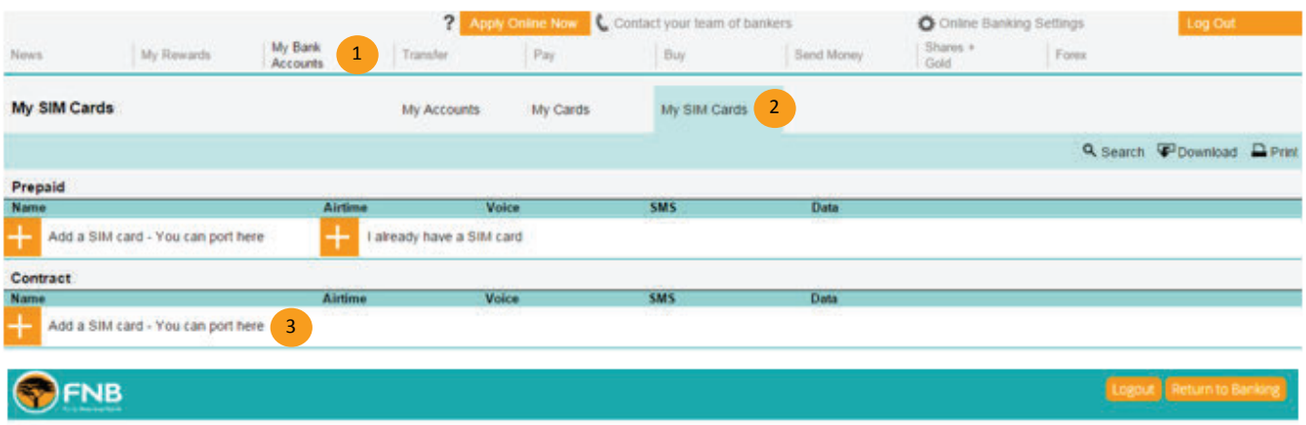
1.3 What does Connect offer?
Connect offers various voice and data plans to suit your needs. Choose from our innovative Flexi package, which allows you to choose your voice, data and SMS bundles and change them monthly. There are also Prepaid, Contract, Top Up or Data packages available. Connect offers are exclusive to FNB customers only.

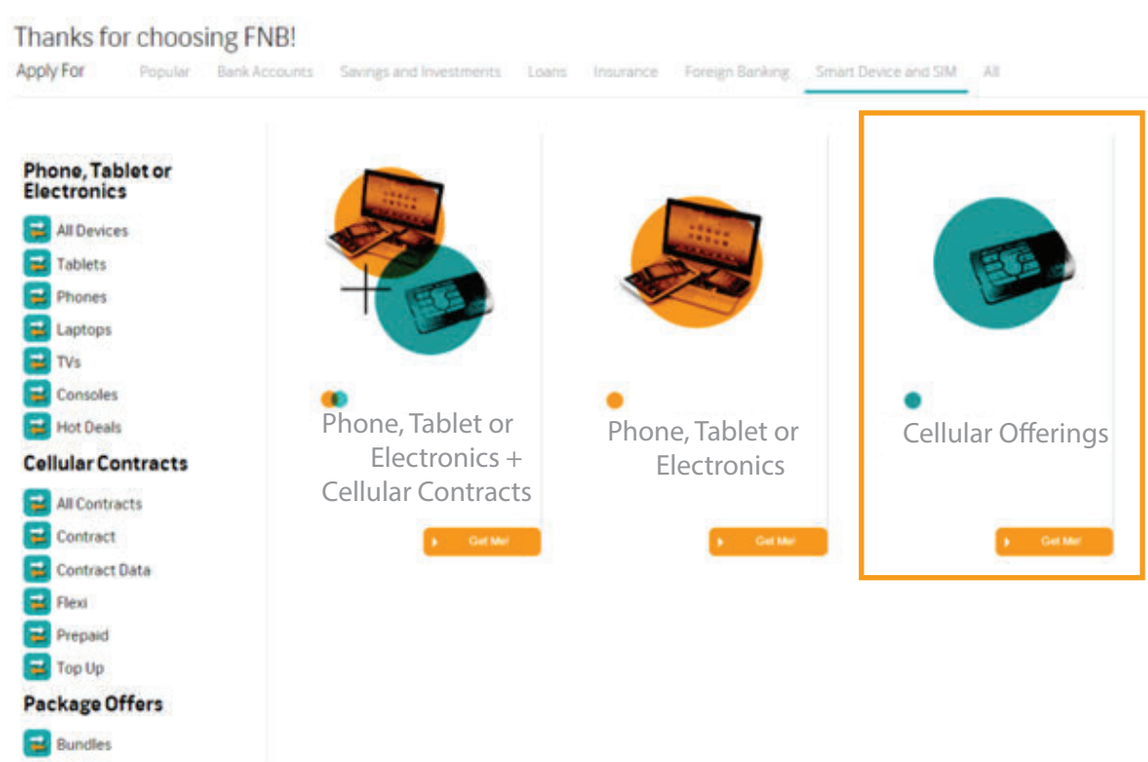
1.4 What are the call and data rates for Connect?
Click on the below link to view our Pricing Guide.

Connect Pricing Guide

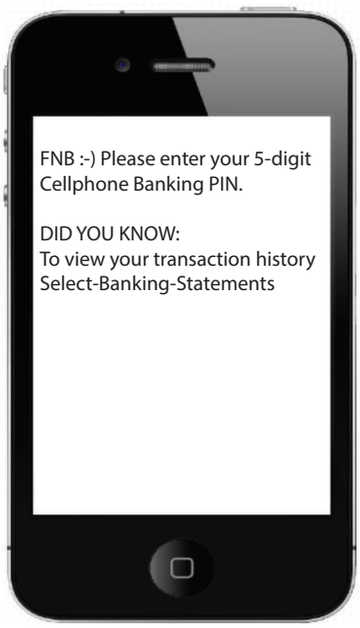
2. What do I need to know when getting a Connect SIM

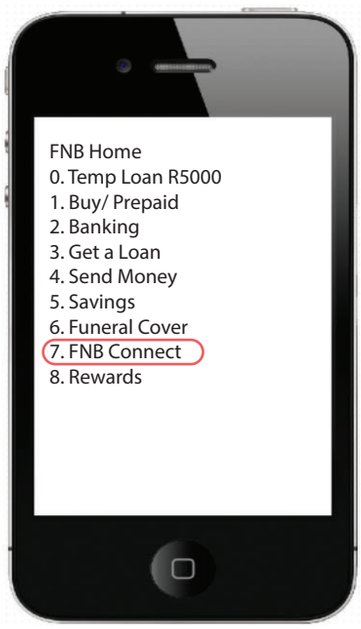
2.1 Where and how do I take up a Connect product?
Via FNB.co.za: Logon to FNB Online Banking and choose from our wide range of products and devices.

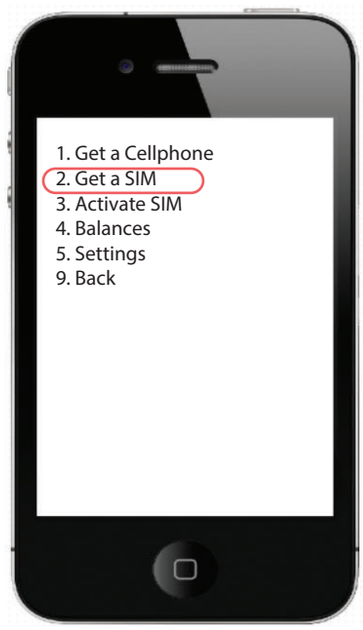




Via Cellphone Banking: Dial *120*321# or *130*321# and select “FNB Connect”.







Via Branch: Visit your nearest FNB Branch to take up an Connect SIM.

When taking up the Connect SIM, you have the option to move your existing number (port) to Connect. All you have to do is ensure that the number that you wish to port is on Prepaid.

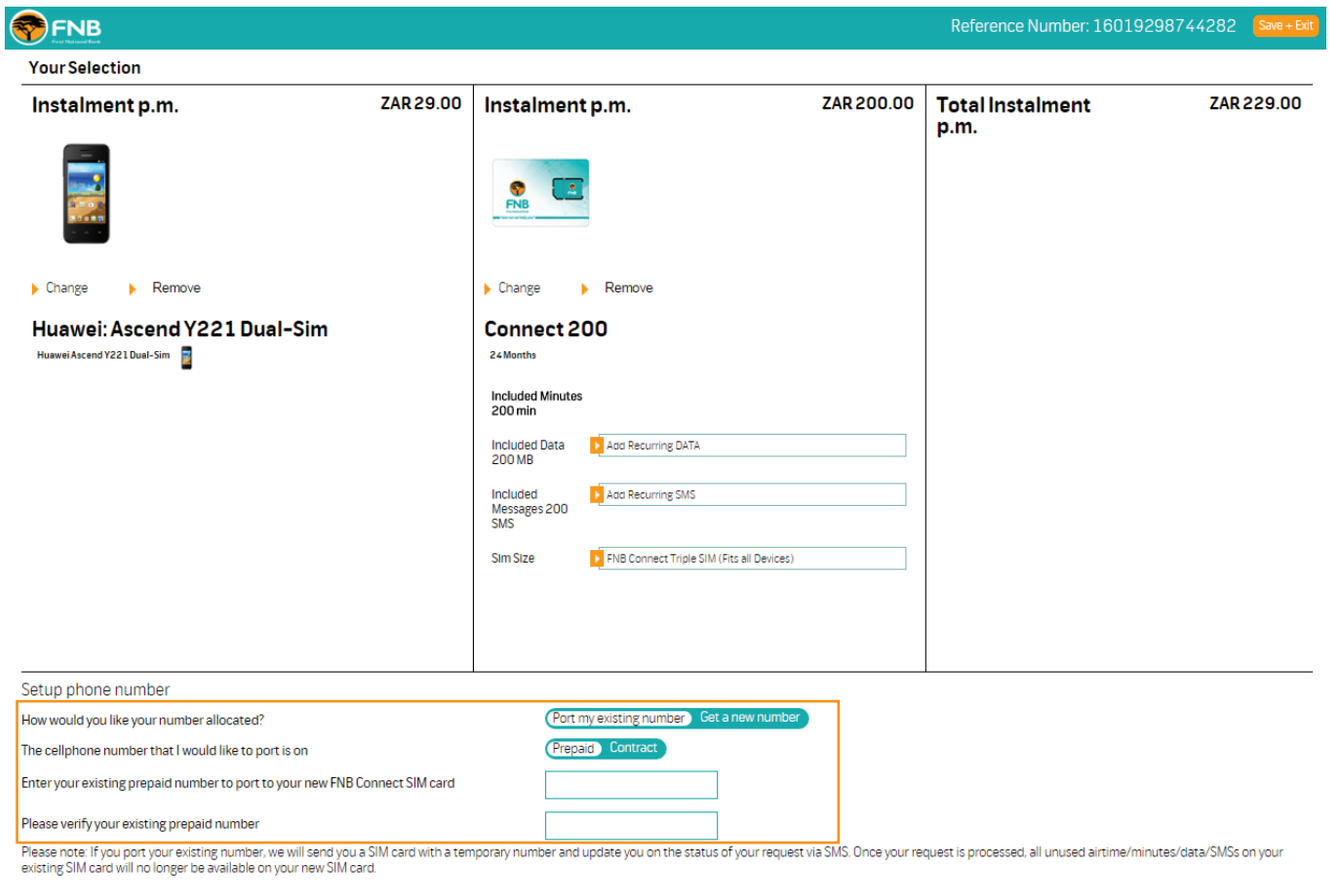
2.2 How do I RICA my SIM?
Your SIM is automatically RICAed for you based on the FICA information that you provided when opening your bank account, if this information has changed please take your ID and proof of address to your nearest branch to update your information.

3. Porting

3.1 What is porting?
Porting is keeping your existing number and moving it to a Connect SIM.

3.2 How do I port my number over to Connect?

Porting during the take up process.



Via Branch: When taking up a SIM at a branch you need to advise the branch consultant that you wish to keep your existing number when taking up a Connect SIM. Porting at branch can be done during the sales process.

Port to an existing Connect SIM

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.

Via *147#:
Dial *147# and select "Port your Number" from your Connect SIM. Note that you can only port a registered InContact or FNB Cellphone Banking cellphone number when using this channel.

Via Connect Customer Care:
Dial 147 from your Connect SIM.

3.3 How long does it take for my number to be ported?
Porting usually takes between 24 to 72 hours from the time your Connect SIM Card is activated, however there are a number of reasons why the porting process can take longer than 72 hours, see below:

- Your current network may not have approved the port yet as you may still have outstanding bills to settle with them, or you recently ported in the last 2 months, in which case the port will be rejected.
- You began the porting process on the weekend or a public holiday

Customer initiates Port	Port is completed
Mon-Fri before 17:00	Same day between 19:30 and 23:30
Mon-Fri after 17:00	Next day between 19:30 and 23:30
Saturday 9:00 to 13:00	Same day between 19:30 and 23:30
Sunday or Saturday after 13:00	Monday between 19:30 and 23:30

Please note if you have ported, you will not be able to recharge using FNB cellphone banking (*120*321# or *130*321#) for 48 hours after the port has been completed. Please use FNB Online Banking, FNB App or any FNB ATM to recharge during this period.

3.4 Can I still port if the number I wish to port is on a contract with my current service provider?
To port a number that is on contract you are advised to call your current service provider to request your number to be switched to prepaid. Once your number is on prepaid, you are able to port to Connect easily by dialling *147# from a Connect SIM and selecting "Port my existing number" or by calling the customer care (dial 147 from any Connect SIM).

3.5 What happens to my old SIM as well as all free minutes/data or any other benefits that I had on my previous SIM once I have ported?
Once ported your old SIM will stop working and you will lose all unused benefits.You are advised to use up all existing minutes/data/talking points, before porting is completed.

4. Delivery

4.1 How will I receive my SIM once my application has been submitted and/or approved?
Your SIM will be delivered to you by an FNB approved courier. An FNB approved courier will contact you to confirm your delivery address. Alternatively you can follow the instructions on the delivery SMS to login on to the link provided in the delivery SMS and enter your delivery address. Please ensure that you are available to receive delivery on the date confirmed with the courier. **Please ensure that you have the a copy of your ID on delivery of your SIM.**

Please note after 3 unsuccessful attempts to deliver your SIM; the order will be cancelled and the SIM will not be delivered.

4.2 If you have taken up a SIM at branch your SIM will be given to you at the branch once you have completed our process.

5. Activation

5.1 How do I activate my Connect SIM once I receiving it?
If your SIM is delivered via courier it will be activated 24 hours after delivery. If you wish to activate the SIM immediately after receiving your SIM from the courier, you can use the following channels:

Activation Channels
FNB Online Banking (Click here to view demo)
FNB Cellphone Banking (*120*321# or *130*321#) (Click here to view demo)
FNB ATM (Click here to view demo)
FNB Banking App
Dial *147#

Please note: It is advisable to only activate the SIM once you have received it.

6. Recharging

6.1.1. How do I buy Airtime or Data?

FNB Online Banking

Step 1: Login to FNB Online Banking and select "Buy"
Step 2: Select "Airtime and Bundles"
Step 3: Follow easy prompts
(Click here to view demo)

FNB Cellphone Banking

Step 1: Dial *130*321#
Step 2: Select "Airtime or Bundles"
Step 3: Follow easy prompts
(Click here to view demo)

FNB Banking App.

Step 1: Log onto the FNB Banking APP
Step 2: Select "Buy"
Step 3: Select "Prepaid Airtime and Bundles"
Step 4: Follow easy prompts
(Click here to view demo)

FNB ATM

Step 1: Go to the nearest FNB ATM
Step 2: Select "More Options"
Step 3: Select "Prepaid/LOTTO & FNB Connect"
Step 4: Follow easy prompts
(Click here to view demo)

6.1.2. How do I buy Voice bundles

*147#:

Step 1: Dial *147#
Setp 2: Select option 3, "Services"
Setp 3: Select option 2, "Buy Bundles"
Setp 4: Follow easy prompts

6.1.3. What is an Auto Top Up?

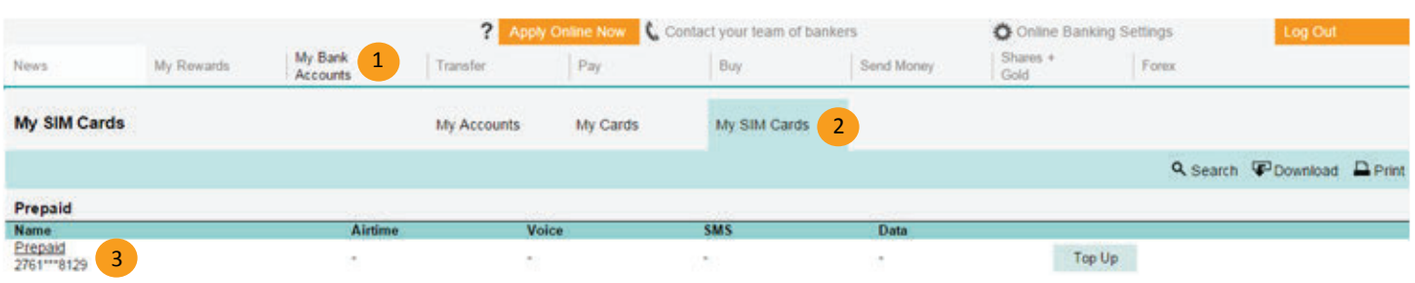
You can set up an Auto Top Up, which will automatically recharge your airtime or Data, when your balance reaches R5 or 10MB of data.

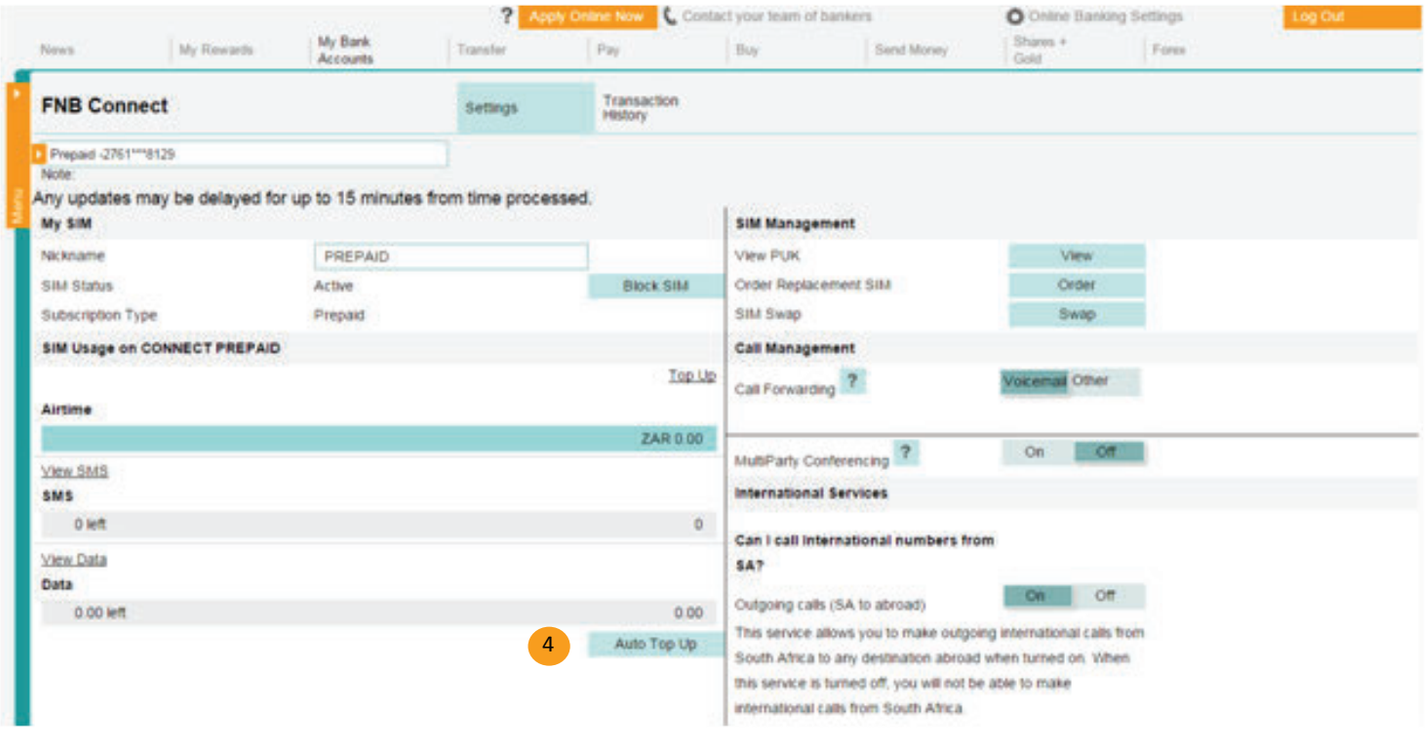
Setup Auto Top Up on:

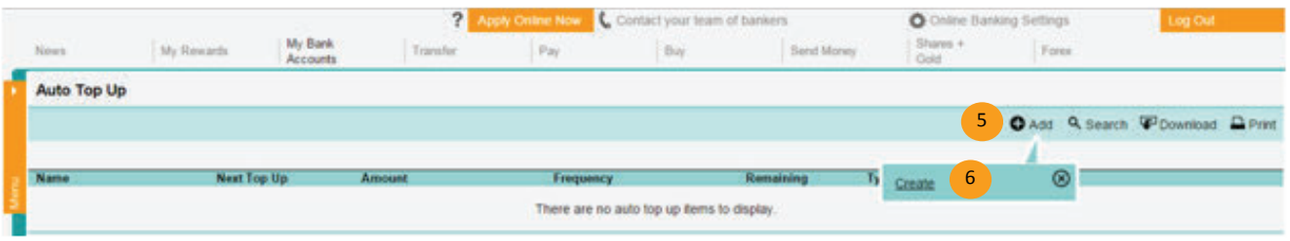
- FNB Online Banking
- FNB Banking App

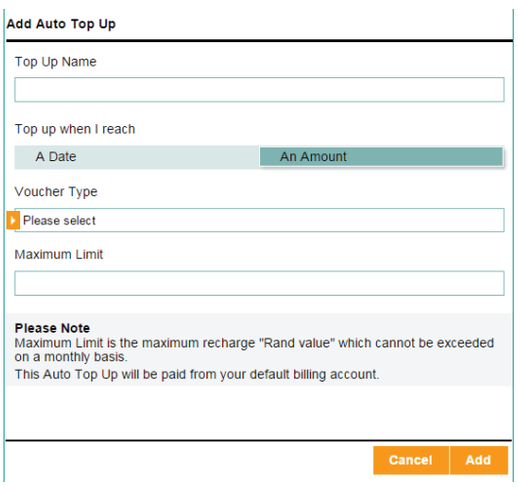
Auto Top Up on FNB Online Banking:

Step 1: Log onto FNB Online Banking
Step 2: Select "My Bank Account" followed by "My SIM Cards"
Step 3: Select the SIM that you want to set up Auto Top Up for.
Step 4: Select "Auto Top Up"
Step 5: Select "Add"
Setp 6: Select "Create"









6.2. Viewing you balance

6.2.1 How do I check my airtime/data balances?
You can check your balance by dialling *111# from your Connect SIM or from any our electronic platforms such as FNB Online Banking.

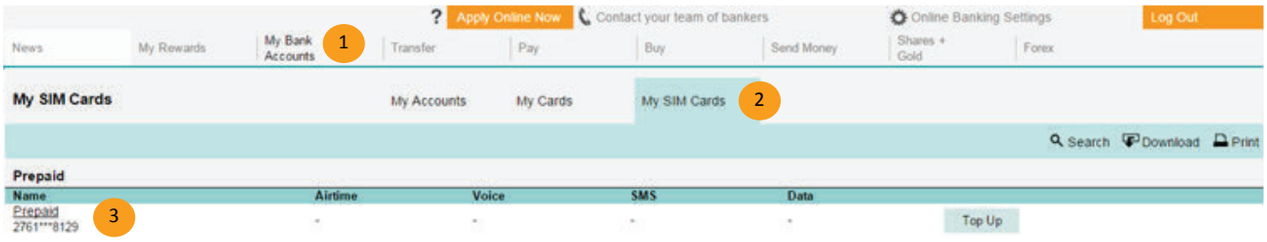
You can view your balance on the following channels

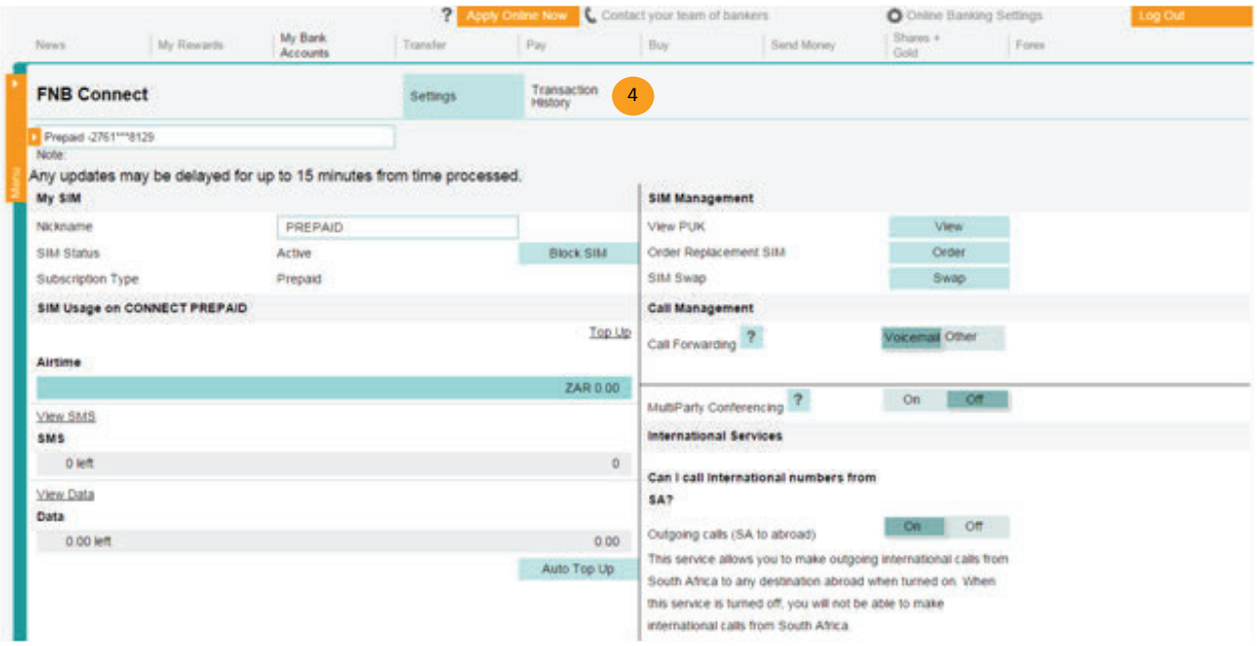
Dial *111#
Dial *147#
FNB Cellphone Banking (*120*321# & *130*321#)
FNB Online Banking
FNB Banking App

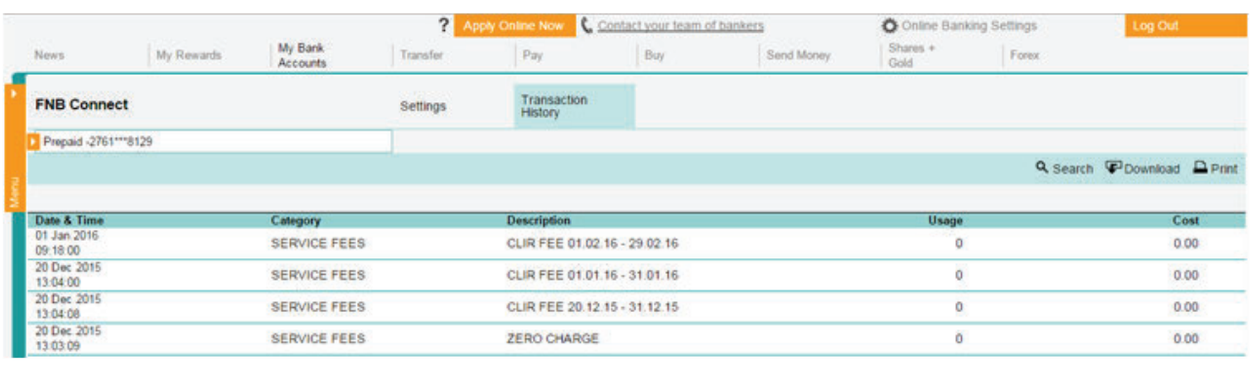
6.2.2 Where can I view my usage history or request an itemised bill?

You can view your call log online using Connect transaction history. Connect transaction history displays the last 150 transactions/calls.

Connect transaction history is available on the following channels:	Request your itemised billing via the following channels:
FNB Online Banking (Click here to view demo) FNB Banking App	FNB Online Banking (Click here to view demo) FNB Cellphone Banking (Click here to view demo)



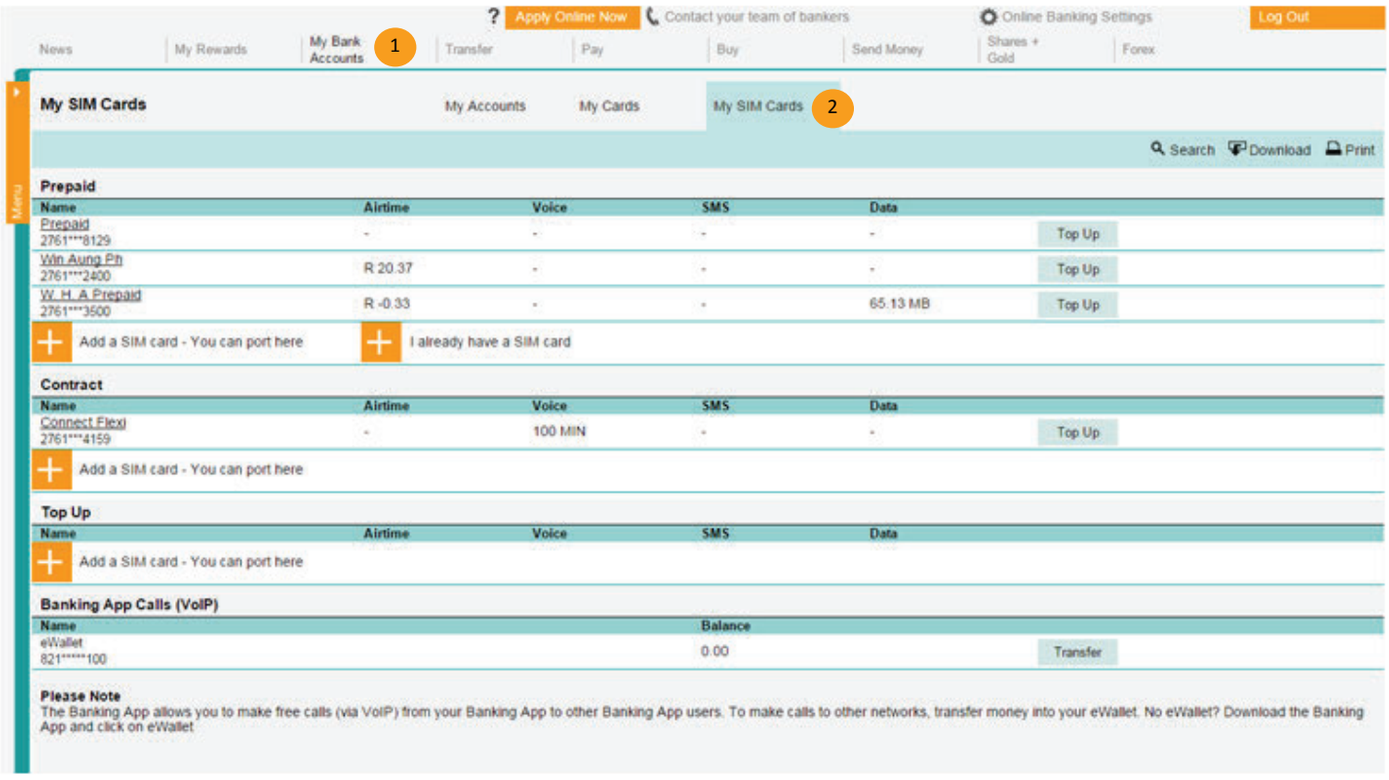




6.3. View and Manage all your SIMs in one place.

Manage your cellular spend just like your banking.

Step 1: Login to FNB Online Banking
Step 2: Click “My Bank Account”
Step 3: Select “My SIM Cards”



7. Understanding your Invoice

1: Your information

2: Period of the invoice

3: Monthly subscription fee for the contract

4: Service Fee for the SIM

5: International calls are charged at International calling rates and not at In Bundle rates

6: Out of bundle, SMS, Data and voice charges

7: Total amount due for the invoice period

FNB
First National Bank
how can we help you?

FNB Legal
1 First Place
3rd floor
Cnr Pritchard and Simmonds Street
Bank City, Johannesburg, 2001
Account Enquiries 0875750147
E-mail accountqueries@fnbconnect.co.za
Web www.fnb.co.za
FNB Registration Number 1929/001225/06
FNB VAT Number 4210102051

15402727
ASH
1 RAND RD
CRAIG
COUNTRY L S
GAUTENG
2199

ASH@FNB.CO.ZA

TAX INVOICE

ACCOUNT NUMBER: 600000

CUSTOMER NUMBER: 20141021214848 7839

Customer Registration Number: Not Provided
Customer VAT Registration Number: Not Provided
Invoice No: 20000065
Invoice Date: 02 Mar 2015
Payment Due Date: 25 Mar 2015
Total Due Amount: R 242.11
Billing Cycle: 01 Feb 2015 - 28 Feb 2015

Description	Cell Phone Number	Amount	VAT	Total
FNB 200	061 050 14 24	171.05	23.95	195.00
Service Fees	061 050 14 24	14.04	1.96	16.00
International Voice	061 050 14 24	2.44	0.34	2.78
SMS	061 050 14 24	0.00	0.00	0.00
Data	061 050 14 24	24.85	3.48	28.33
Voice	061 050 14 24	0.00	0.00	0.00
		Total excl. VAT	R	212.38
		VAT at 14%	R	29.74
		Total incl. VAT	R	242.11

Current	30 Days	60 Days	90 + Days
R 242.11	R 0.00	R 0.00	R 0.00

Unless you raise a query on any entry on your invoice within 30 days from the date of your invoice, the contents will be deemed to be correct. Please contact FNB Connect on 0875750147 in order for your query to be investigated.

* This is an electronically generated Tax Invoice. Evidence of electronic delivery notification shall constitute prime facie proof that such invoice has been sent to you.

Please ensure that you read the terms and conditions below.

Directors: LL Dippenaar (Chairman), SE Nxasana (CEO), WW Bartlett, JJH Beafer, JP Burger (Deputy CEO), MS Bomela, P Cooper (Alternate), L Crouse, JJ Durand, GG Gelink, PM Goss, NN Gwagwa, PK Harris, WR Jardine, HS Kellan, RM Loubser, EG Matenge-Sebesho, AT Nzimande, D Premnarayen (India), KB Schoeman, SJ van der Ross, JH van Greuning.
Company Secretary: C Law
First National Bank - a division of FirstRand Bank Limited. An Authorised Financial Services and Credit Provider (NCRCP20). Reg. No. 1929/001225/06.

Page 1 of 2

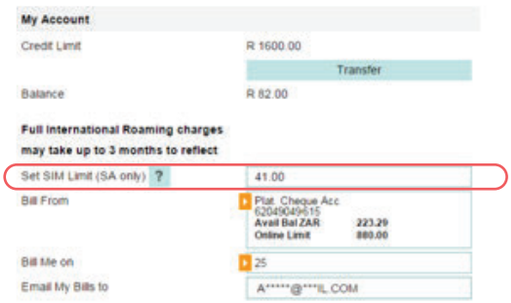
8.2 What are the avaliable debit order dates?
Please note the following debit order dates for voice, data contracts & Top Up packages:
- 1st of the month
- 15th of the month (Does not apply for Top Up Packages)
- 20th of the month
- 25th of the month

In the event of a debit order failing; debit order dates maybe adjusted.
- Please also note the following for the first debit order for Top Up Packages:
- If your SIM is activated before the 15th of the month. You will be charged a prorated amount for that month.
- If your SIM is activated after the 15th of the month. You will be charged in arrears on the pre-selected debit order date. You will be charged for next month as well as the month you activated your SIM.

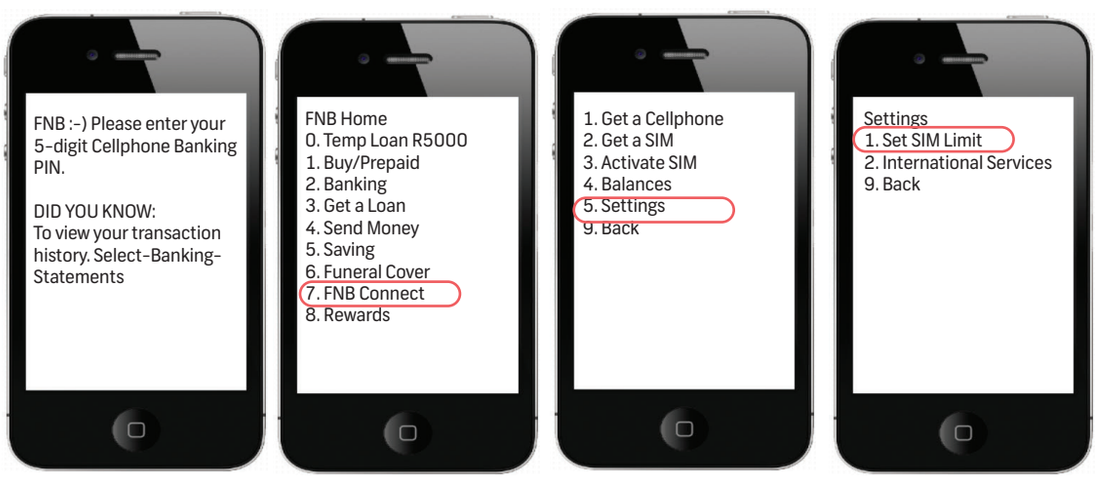
8. How to set limits to control your spend

8.1 You can set your limit to control your spend.
When you initially set your limit, it is applied after 15 minutes however if an existing limit is changed the new limit will only come into effect from the beginning of the next month.

SIM limit can be setup using the following channels:
• FNB Online Banking



• FNB Cellphone Banking



9. Controlling your data spend

Please purchase bundles to avoid out of bundle costs. Data bundles can be purchased via FNB Online Banking, FNB Cellphone Banking (*120*321# or *130*321#), FNB Banking App, FNB ATM, or *147# for Contract, Top Up, prepaid and data packages.

9.1 How can I save on my data usage?
• Make sure that there are no APPS running in the background of your device using up your data.
• On your APP Store settings remember to switch off automatic updates.
• Try to use a WiFi hotspot for downloading software updates.
• Always take note of the size of the image/video received before downloading on chat apps such as Whatsapp.
• Always check your data balance, if you notice high usage check your itemised bill via FNB Online Banking or request one via FNB Cellphone Banking.
• Data bundles can be purchased via FNB Online Banking, FNB Cellphone Banking (*120*321# or *130*321#), FNB Banking App, FNB ATM or *147# for Contract, Top Up, and Prepaid. Please purchase these to avoid out of Bundle costs.

9.2 What could be the possible reasons for my data being depleted quickly?
There could be a number of reasons as to why your data gets depleted faster than normal or you receive a data bill shock. See below a few:

Device APPS:
• APPS that require data still running in the background of your device without being shut down completely.
• Certain APPS auto updating whenever there is an available update on the applicable APP store.

Internet Browsing:
• Internet browser still running in the background on your device without being shut down completely after surfing and browsing.

Device Software Update:
• Operating system updates are quite large to download on your device and use a substantial amount of data, for example the latest iOS update for Apple devices is over 1GB.

10. International Roaming

We recommend that you do not use Full Roaming when travelling as rates are extremely high.

10.1 What are the alternatives when travelling abroad?
- Use SMS Roaming, this enables you to use the SMS service while overseas, but NOT voice and data. (Only avaliable for contract subscribers)
- When overseas, get a local SIM card from that country to use.
- If you are using a Smart Phone or Tablet, make sure your mobile/cellular data is switched off to avoid high costs.
- Use WiFi when possible for browsing or call using the VoIP application such as the FNB Banking APP, Whatsapp or Skype.

10.2 What are the key factors to take into consideration when activating International Roaming?
- Your SIM Limit and Credit Limit do not apply while roaming.
- You will be charged for all calls, both incoming and outgoing.
- Inclusive Data, Voice and SMS's on your package cannot be used while roaming.
- Your international bill can take up to 3 months to be issued to you.

11. Blocking & Unblocking your SIM

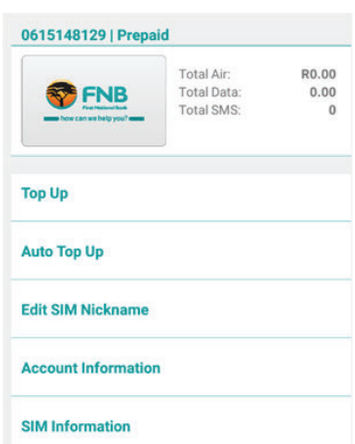
11.1 How do I block my Connect SIM?
You can block your Connect SIM by using FNB Online Banking or at an FNB ATM.

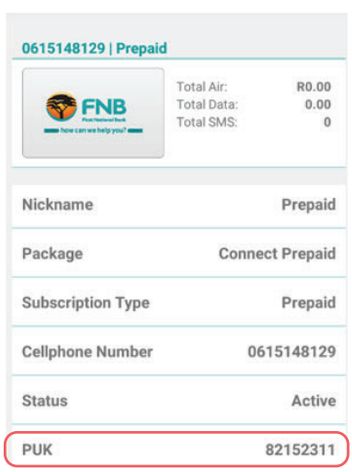
View demo to view demo
Block SIM via FNB Online Banking
Block SIM via FNB ATM

11.2 I have accidently blocked my SIM by entering the incorrect PIN, how do I get my PUK number?

Get your PUK number on:

*147#
FNB App
FNB Online Banking





12. I lost my SIM or need a replacement SIM

12.1 How do I order another SIM if I have misplaced my SIM or my SIM is stolen?
You can obtain a replacement SIM from your nearest FNB Branch or alternatively you can use the "Order Replacement SIM" function on FNB Online Banking.

View Demo
Order Replacement SIM via FNB Online Banking

12.2 How do I perform a SIM Swap?
You can perform a SIM Swap by using FNB Online Banking, FNB Banking App, at any FNB ATM or at your nearest FNB Branch.

View Demo
SIM Swap via FNB Online Banking
SIM Swap via FNB ATM

13. Data & MMS Setttings

12.1 How do I get my MMS and SMS settings for my device?
You can have your phone settings sent by dialling *147# and selecting "Phone Settings" from your Connect SIM.

14. I have limited coverage

14.1 What should I do if I am experiencing Network Coverage issues?
For voice, data and SMS coverage issues, please set your Carrier/Network settings to "Automatic" on your device. You must also switch data roaming on, on your device. If you need further assistance please contact our Customer Service centre.

15. Handy Numbers

15.1 These are numbers you need to know from balance enquiries to customer service enquiries.

Customer care numbers

Customer Service	147 from a Connect SIM or 087 575 0147 from a non Connect SIM, alternatively email connecthelp@fnb.co.za
Self-service	*147#(USSD), FNB Cellphone Banking, FNB Banking APP and FNB Online Banking
Recharge	*130*321# or *120*321# (FNB Cellphone Banking), FNB.mobi, FNB ATM, FNB Banking APP and FNB Online Banking
Balance Enquiry	*111#
Block SIM	087 575 0147
Please call me	*140*cell number#
Voice mail	144