

## “Consumer Postpaid” FAQs

1) **What is Consumer Post-paid plan?**

Consumer Post-paid is an automatically billed monthly service offered by ALIV that allows the subscriber to pay a standard rate each month for a fixed period of 24 months.

2) **Who can become an ALIV post-paid customer?**

See eligibility table below:

BTC Post Paid Customer	Aliv current prepaid customer	BTC Prepaid Customer	New Aliv customer
At least 3 months on BTC’s Network	At least 3 months on Aliv’s Network	At least 3 months on BTC’ Network	Joins the network and remains for at least 3 months
No Minimum spend required	No Minimum spend	\$30 Minimum spend required	No minimum spend
Bill at least 3 months, most recent paid in full			

3) **What are the ALIV post-paid options?:** <https://www.bealiv.com/shop/postpaid-plans>

plan	duration	data	minutes	texts	cost
liberty more	30 days	10gb	500	500	\$59.99
liberty premium	30 days	20gb	1000	1000	\$99.99
liberty elite	30 days	unlimited*	unlimited*	unlimited*	\$149.99

+ **liberty more (Low-tier)** – \$59.99\* which includes 10gb, unlimited Aliv to Aliv calls, 500 ALIV to Non-ALIV/ Non-ALIV to ALIV, US & Canada minutes, 500 texts

+ **liberty premium (Mid-tier)** – \$99.99\* which includes 20gb, unlimited Aliv to Aliv calls, 1000, ALIV to Non-ALIV/ Non-ALIV to ALIV, US & Canada minutes, 1,000 texts

+ **liberty elite (High-tier)** - \$149.99\* which includes unlimited data, unlimited local minutes, unlimited ALIV to Non-ALIV/ Non-ALIV to ALIV, US & Canada minutes, unlimited texts, 500 roaming voice calls, and 1gb roaming data

*\*prices are VAT non-inclusive*

4) **What are the offers for Non-ALIV post-paid porters; Non-ALIV prepaid porters; existing ALIV subscribers?**

Offers change monthly – see here for details <https://www.bealiv.com/june-postpaid-offers> and <https://www.bealiv.com/june-offer-fags>

5) **As a Non-ALIV prepaid customer what do I need to sign up?**

Existing telephone contact, government issued ID, current home address, email address and the mandatory \$149.99 deposit, signed contract

<https://www.bealiv.com/shop/postpaid-plans>

6) **As a Non-ALIV post-paid customer what do I need to sign up?**

Existing telephone contact, government issued ID, current home address, email address, most recent paid post-paid bill (for last 3 months of service), and the mandatory \$149.99 deposit, signed contract

7) **As an existing ALIV customer what do I need to sign up?**

Government issued ID, current home address, email address and the mandatory \$149.99 deposit, signed contract, meet the minimum spend requirements

8) **Are there post-paid business plans?**

Yes, post-paid business plans are available through ALIV corporate sales:

<https://www.bealiv.com/business/b2b-plans>

9) **Can I pay by credit card?**

Yes, credit cards are accepted and can be added to your account in our my Aliv app for monthly recurring payments.

10) **How many numbers can I port?**

Customers may port as many numbers as they wish once proof is provided and it is confirmed that they are the rightful owner of the number(s) they are porting.

11) **What if I terminate my service?**

If you terminate your service, an early termination fee applied to each line of service if you do not maintain your agreed upon services through the end of your term will change from set fees based upon the days left on the consumer postpaid plan to an early termination fee/charge equal to the value of your monthly charges for the remaining months of your postpaid agreement. You will also be permitted to upgrade or downgrade your plan on request once you sign a new contract. No charges will be required for plan upgrades, but payment of a fee is required for plan downgrades.

[https://www.bealiv.com/uploads/files/809475896073Consumer\\_Postpaid\\_Agreement\\_Ts&Cs.pdf](https://www.bealiv.com/uploads/files/809475896073Consumer_Postpaid_Agreement_Ts&Cs.pdf)

13) **Do the ALIV post-paid plans include roaming?**

Yes, all plans allow for roaming everywhere and international calling, however, credit limits may apply. Visit the post-paid plans page to view our postpaid plans contract to see each plan's roaming allowances:

<https://www.bealiv.com/shop/postpaid-plans>

14) **Where can I sign up for the Consumer Postpaid paid service?**

At any ALIV flagship store or our Aliv Concierge Team will come to you - enter details here and we'll be in touch:

<https://www.bealiv.com/get-more-with-aliv-postpaid>

16) **Is there a pdf or link that shows costs of all phones (regular price)?**

You can see all phone prices on <https://www.bealiv.com/shop/phones>