

TelecomPlus

FAQ - Forfaits et Abonnements

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Bienvenue dans notre Foire Aux Questions (FAQ). Ce document répond aux questions les plus fréquemment posées par nos clients. Si vous ne trouvez pas la réponse à votre question, n'hésitez pas à contacter notre service client au 3900 (appel gratuit) ou via votre espace client en ligne.

Questions traitées dans ce document :

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30. Comment puis-je changer mon forfait mobile ?
31. Puis-je partager mon forfait data avec ma famille ?
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Q1. Can I use my mobile plan while traveling abroad?

Réponse : Yes, you can use your mobile plan while traveling abroad, subject to roaming charges and international rates depending on your destination.

Q2. Can I get a custom plan tailored to my needs?

Réponse : Yes, we offer the ability to customize plans. Contact our customer service to discuss your needs and we'll help create a plan that's right for you.

Q3. How do I add international calling to my plan?

Réponse : You can add international calling to your plan by logging into your account on our website or contacting customer service. We offer various international calling packages.

Q4. What is the process for changing my current plan?

Réponse : To change your current plan, log in to your account on our website or contact customer service to explore available options and make the switch.

Q5. Can I purchase additional data for my plan?

Réponse : Yes, you can purchase additional data for your plan either through our website, mobile app, or by contacting customer service.

Q6. Do you have any tips for reducing data usage?

Réponse : To reduce data usage, connect to Wi-Fi whenever possible, adjust app settings to only update over Wi-Fi, and monitor your data usage through our mobile app.

Q7. Do you offer trial periods for your mobile plans?

Réponse : Yes, we offer a trial period for our mobile plans, during which you can cancel without penalty if you're not satisfied with the service.

Q8. What types of data plans are available for tablets and smart devices?

Réponse : We offer specialized data plans for tablets and smart devices, including both pay-as-you-go and monthly data options.

Q9. Can I share data across multiple devices?

Réponse : Yes, we offer shared data plans that allow you to use a single data pool across multiple devices, including phones, tablets, and smartwatches.

Q10. Are there any unlimited data plans available?

Réponse : Yes, we offer unlimited data plans for both individuals and families, providing continuous data access without overage charges.

Q11. Do you offer data-only plans?

Réponse : Yes, we provide data-only plans for devices that require internet connectivity without voice or text services, such as tablets and hotspots.

Q12. Are there any discounts on data plans for existing customers?

Réponse : Yes, we often provide promotional discounts on data plans for our existing customers, including loyalty discounts and special offers.

Q13. How do family data plans work?

Réponse : Family data plans allow multiple members to share a single data pool, making it easier to manage data usage and costs for the entire family.

Q14. What happens if I exceed my data limit?

Réponse : If you exceed your data limit, overage charges may apply or your data speeds may be reduced until the next billing cycle.

Q15. Can I change my data plan mid-cycle?

Réponse : Yes, you can usually change your data plan mid-cycle, but changes may not take effect until the start of your next billing period.

Q16. What are the benefits of prepaid data plans?

Réponse : Prepaid data plans offer the flexibility of paying for data in advance without a long-term contract, providing better control over spending.

Q17. Do you offer data plans for businesses?

Réponse : Yes, we offer tailored data plans for businesses of all sizes, featuring pooled data options and management tools for monitoring usage.

Q18. How do I check my current data usage?

Réponse : You can check your current data usage through our mobile app or website, where real-time information is available.

Q19. What is data rollover, and do you offer it?

Réponse : Data rollover allows you to carry over unused data to the next billing period. We offer data rollover on select plans.

Q20. Can I get a data plan for a smartwatch?

Réponse : Yes, we offer data plans specifically designed for smartwatches, allowing them to connect to the internet independently of a smartphone.

Q21. What is the difference between postpaid and prepaid data plans?

Réponse : Postpaid plans bill you after usage, often with a contract, while prepaid plans require payment upfront without a contract.

Q22. Do you offer trial periods for data plans?

Réponse : We may offer trial periods for certain data plans, allowing you to test our services before committing to a plan.

Q23. What are the average internet speeds on your mobile data plans?

Réponse : Our average internet speeds vary by plan, with options ranging from standard 4G speeds to ultra-fast 5G speeds.

Q24. Do you offer unlimited data plans, and are they truly unlimited?

Réponse : We offer unlimited data plans that allow for extensive use, though some may have speed reductions after certain usage thresholds.

Q25. Are there data plans specifically designed for high-speed internet access?

Réponse : Yes, we have data plans that are specifically designed to offer high-speed internet access, including 5G plans.

Q26. Do you throttle internet speeds after a certain amount of data usage?

Réponse : On some plans, internet speeds may be reduced after you reach a specific data usage threshold to ensure network quality for all users.

Q27. Is there a difference in internet speed between prepaid and postpaid plans?

Réponse : Internet speed is generally consistent between prepaid and postpaid plans, though plan specifics can vary.

Q28. Can switching between mobile data and Wi-Fi affect my internet speed?

Réponse : Switching between mobile data and Wi-Fi can affect your internet speed, as Wi-Fi connections might offer different speeds than your mobile data.

Q29. Can customer support help with plan changes or upgrades?

Réponse : Yes, our customer support team can assist you with changing or upgrading your plan.

Q30. Comment puis-je changer mon forfait mobile ?

Réponse : Vous pouvez modifier votre forfait à tout moment depuis votre espace client. Le changement sera effectif à la prochaine période de facturation. Vous pouvez passer à un forfait supérieur immédiatement.

Q31. Puis-je partager mon forfait data avec ma famille ?

Réponse : Oui, nous proposons des forfaits famille qui permettent de partager un pool de données entre plusieurs lignes. Contactez notre service client pour plus d'informations sur nos offres multi-lignes.

Q32. Que se passe-t-il si je dépasse mon forfait data ?

Réponse : Si vous dépassez votre forfait data, vous pouvez soit acheter un rechargement de data, soit être facturé au Mo supplémentaire selon les conditions de votre contrat. Vous recevrez une alerte SMS à 80% et 100% de consommation.

Besoin d'aide supplémentaire ?

Service Client TelecomPlus

- Téléphone : 3900 (appel gratuit, disponible 7j/7 de 8h à 20h)
- Chat en ligne : disponible sur notre site web
- Email : support@telecomplus.fr
- Agences : Retrouvez notre réseau d'agences sur www.telecomplus.fr/agences
- Espace client : www.telecomplus.fr/mon-compte